

Warranty and Repair Policy

Rev 3.0

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Addendum I

Warranty by product type

1. Warranty Policy

1.1 Warranty Period

ProDVX warrants that its products will be free from defects in material and workmanship for the duration of the warranty, which is equal to thirty-six (36) or twenty-four (24) months from the date of invoice depending on the product type (see addendum I). The warranty status of a ProDVX product is determined by checking the serial number of the product or component.

Products with longer warranty periods will be separately mentioned on offer and order acknowledgement.

1.2 DOA Period

A product is DOA (Dead On Arrival) if it is defective or does not operate according to the product specification within eight (8) days, as from the date of shipment (invoice) of this product by ProDVX or by your official ProDVX Distributor. The Distributor must provide to ProDVX a copy of the invoice and the serial number of the product. DOA products are collected by ProDVX unless agreed otherwise in writing.

1.3 Repair Time / Turnaround Time (TAT)

1.3.1 RMA

ProDVX will normally repair a defect item and have it ready for shipment within ten (10) working days (best effort) after receipt of the defect system by ProDVX. If the quantity of defect item exceeds this Turnaround Time, ProDVX will instantly inform the customer.

For larger lots ProDVX will confirm the repair time separately.

Defect items that must be returned to the factory have an average repair time of thirty (30) days (best effort) as from the date of shipment of these repairs by ProDVX.

1.3.2 DOA

If possible ProDVX will instantly replace a DOA product within five (5) working days as from proclamation of a DOA product by ProDVX excluding shipment time. A new product to replace the DOA will be invoiced to the customer. A credit invoice for the DOA unit will be sent to the customer after receiving the returned DOA unit (see below note).

Custom made products will have a priority on repair and will be returned within an average of seven (7) working days as from receipt of a DOA product by ProDVX excluding

shipment time. If repair is impossible the delivery time for a new product will be given to the customer.

Note: A returned DOA product is considered complete if it is returned with all its accessories and in the original packaging. Missing items will be deducted from the credit invoice.

1.4 Repair Warranty

A repaired part of a system will carry a repair warranty of:

- For out of warranty products or parts: two (2) months
- For in warranty or DOA products or parts: the remainder of the normal warranty period, or two (2) months, whichever is greater.

1.5 Multiple Repairs

ProDVX warrants that repaired products or parts which show the same failure caused by the same component within two (2) months from the date of shipment (by ProDVX) of the original repair, will be repaired at no charge to the customer.

1.6 Void Warranty Conditions

The product warranty covers only those defects which arise as a result of normal use of the product and do not apply to any:

- Physical damage of the product, caused by or for the risk of the user
- Improper or inadequate maintenance or modification
- Missing or broken parts or components
- Missing or broken serial number label
- Foreign objects inside the product
- Software, media, parts or supplies not provided or supported by ProDVX
- Operation outside the product specifications

2. Returning Goods

2.1 Procedure

The following procedure to return goods to ProDVX for repair is used by ProDVX:

1. Send an RMA request via email to support@ProDVX.com including contact information, and model number, serial number and adequate failure description for each defect product; this could result in lower repair cost.
2. Customer sends the defect item to ProDVX observing following rules:
 - See 2.2 Packaging.
 - Product complete with accessories. I.e. remote control, power supply, cables. Additional accessories (desk stands, glass mounts etc.) not included within the original product package should not be included.
 - RMA number visible on the packaging.
 - Copy of RMA request included with each defect product.

Note: Defective products will be refused if above conditions are not fulfilled.

2.2 Packaging

Each item should be properly packed in the original or equivalent packaging to minimize the chance of damage during transportation. ProDVX will not accept liability for any product damaged during transportation.

ProDVX will refuse the returned item if the packaging is damaged in such a way that, according to ProDVX, there is a fair chance that the product inside is damaged too. If ProDVX decides to renew the packaging to ensure safe shipping, this new packaging will be invoiced to the customer.

2.3 Freight Charge Responsibility

	Shipping paid by:	
Warranty Status	From Customer to ProDVX	From ProDVX to Customer
Within Warranty	Customer	ProDVX
Out of Warranty	Customer	Customer
DOA	ProDVX	ProDVX

2.4 Method of transportation

ProDVX will not accept shipping cost from customers who decide to ship DOA products on

their own initiative to ProDVX. These products are collected by ProDVX unless agreed otherwise in writing.

2.5 Shipping

Please make sure to follow the rules on shipping as formulated in paragraphs 2.1 section b, 2.2 and 2.3.

3. Repair Charges

3.1 Repair Charges

In warranty and DOA items are repaired/replaced free of charge. ProDVX will charge repairs for the following categories of items:

- Out of Warranty: items for which the warranty has expired.
- Void Warranty: Items for which the responsibility for the defect or damage cannot be attributed to ProDVX, see 1.6 Void Warranty conditions.
- A full repair report will be given to the customer upon request. The repair charges consist of: Repair charge = Labor charge + Material charge + Freight charge
Where:
 - Labor charge: Euro 68,00 per hour.
 - Material charge: Spare parts list price.
 - Freight charge: The shipping method will be determined by ProDVX.

Note: Repair charges up to Euro 150,00 and being less than 50% of the new value of the product will be automatically repaired without further notice.

3.2 Non Repair Charges

If in or out of warranty items are returned for repair and no defects are found by ProDVX, ProDVX will charge Euro 50,00 for investigation with additional shipping costs.

3.3 Economical Non Repairable

ProDVX will consult the customer to decide if the repair exceeds the price of a new product, or the repair costs are too high compared to the age of the product. Taking into account the following options:

- Customer decides to repair and pays according to 3.1. Repair charges.
- Customer decides not to repair and ProDVX disposes of the product in an environmental friendly way, costs Euro 30,00.

- Customer decides not to repair and wants the product back not repaired. See 3.2 Non Repair Charges.
- Customer decides not to repair and to buy a new product. ProDVX charges the new product and shipping cost. ProDVX disposes the defect item free of charge in an environmental friendly way.

4. Repair Process

4.1 Repair Process Description

The ProDVX repair process follows the general steps below.

- Customer completely fills out in the RMA request via email
- Customer asks for DOA request
- ProDVX determines if product is in warranty, out of warranty or DOA
- In case of DOA, customer will be contacted immediately
- In case of DOA, customer receives new product or repair priority status
- In case of DOA, ProDVX will collect the defect product(s)
- Customers sends the defect products to ProDVX following ProDVX procedure
- ProDVX receives the defect product(s)
- ProDVX repairs defect product(s) according to the mentioned Repair charges
- Product is shipped back to the customer
- Customer receives a full repair report on request