

# Videoframe<sup>TM</sup>

## Product Warranty

All Videoframe, Inc. products are warranted for 24 months from the date of purchase. This warranty applies to the original purchaser and covers all labor and materials supplied by Videoframe, Inc. Failures that occur as the result of improper installation or operation by the customer are not covered by this warranty and Videoframe, Inc. retains the right to make such determination.

### For All In-Warranty Products Videoframe Will:

1. Pay the round trip shipping charges.
2. Repair or replace failed equipment at our option.
3. Provide the customer with general software upgrades that occurred since date of purchase.
4. Provide 48 hour turnaround service not including weekends or holidays.

### For All Out-Of-Warranty Products:

1. The customer will pay shipping charges in both directions.
2. Repairs to any unit will be charged on a case by case basis.
3. Provide 48 hour turnaround service not including weekends or holidays.

Videoframe offers an extended warranty package at time of purchase for an additional 3 year period, prices vary per product.

Should you have to return your equipment for any reason, please call 530-477-2000 first for an RMA number. You will find the serial number tag on your unit. If you have to return a unit please reference your RMA number and include a brief technical description of the reason for the return.

Use the following ship to address:

Videoframe, Inc.  
101 Providence Mine Road, Suite 105  
Nevada City, CA 95959  
Attn: Service Dept.

At Videoframe we make every effort to provide you with reliable defect free equipment. Your satisfaction is our concern and goal. If at any time you have questions relating to our products please call engineering at 530-477-2000.