



# VISIONARY

## NETWORK AUDIO VIDEO

### Limited 24-month Product Warranty & Non-Warranty Policy

We appreciate your purchase of Visionary product. We feel confident that in normal use it will provide years of satisfactory performance.

#### **Warranty**

Visionary Solutions, Inc. ("Visionary") warrants to the original user that the equipment supplied by us will be free of defects in materials and workmanship for a period of twenty four (24) months from the date of purchase from Visionary, or an authorized re-seller of Visionary's. Visionary's obligation under this warranty shall be to repair defective equipment, including any necessary parts and the cost of labor connected therewith. At its option, Visionary may exchange or refund the purchase price, of any equipment that is determined by us to have a manufacturing defect within the warranty period.

Replacement parts furnished in connection with this warranty shall be warranted for a period equal to the un-expired portion of the original equipment warranty.

#### **Warranty Limitations**

This warranty does not apply to cosmetic damage, repairs, or replacements necessitated by any cause beyond the control of Visionary, including, but not limited to, acts of nature, improper installation, misuse, lack of proper maintenance, accident, voltage fluctuations, and unauthorized repairs or modifications.

This warranty becomes void in the event serial numbers are altered, defaced, or removed.

Visionary reserves the right to make changes in the design, or make additions to, or improvements upon, this product without incurring obligations to install the same on products previously manufactured.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE BUYER. The foregoing warranty is in lieu of all other warranties, expressed or implied, including, but not limited to the implied warranties of merchantability and fitness for a particular purpose. Visionary neither assumes nor authorizes any person to assume for it any other obligations or liabilities in connection with the sale of its products. Visionary shall not be liable for any actual, exemplary, indirect, or consequential damages suffered by the buyer and/or any end user resulting from the non-delivery, use or inability to use the products, integration of the products with equipment not provided by visionary, loss of goodwill or profits and/or from any other cause whatsoever, even if visionary has been advised of the possibility of such damage. there are no warranties, express or implied, arising from course of dealing, course of performance, or usage of trade which extend beyond the face of this limited warranty. visionary neither assumes nor authorizes any person to assume for it any other liability in connection with the sale of its products. Visionary has no responsibility whatsoever for reimbursing the buyer or buyer's customers, nor shall Visionary be liable in damages for repair or replacement costs incurred by buyer or its customers, in connection with Visionary products without Visionary first having given its written authorization for such charges and without



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Visionary having an opportunity to perform its warranty obligations as set forth herein. Visionary's warranty as hereinabove set forth shall not be enlarged or affected by, and no obligation or liability shall arise or grow out of, Visionary's rendering of technical assistance or service in connection with buyer's order.

#### **Customer Obligations**

The original, dated, bill of sale should be retained as proof of purchase and must be presented to Visionary or a Visionary Authorized Service Center when the equipment is to be serviced under the provisions of this warranty.

The cost of transportation to and from the Authorized Service Center is the responsibility of the Buyer.

#### **Returns - How to Obtain Warranty & Non-Warranty Service**

All warranty & non-warranty returns must have a Return Merchandise Authorization number (RMA #) assigned by VSI. In order to expedite equipment returned to VSI for repair please call (805) 845-8900, ext. 120 or email [support@visionary-av.com](mailto:support@visionary-av.com) to obtain an RMA number and shipping instructions. Units returned to Visionary for repair should be clearly identified with a description of the alleged problem and the pre-assigned RMA number. Units returned to Visionary without an RMA # will receive delayed service or be returned to the sender.

#### **Out of Warranty Returns**

Prior to issuing an RMA #, for out of warranty product returns, collection of a \$95.00 (per unit) diagnostic fee is required. This fee will be applied towards the repair or replacement cost, which is to be determined upon inspection. Payment may be made by credit card, check, wire transfer or eligible Visionary account.

#### **Warranty on Non-Warranty Repairs / Replacements**

Repair or Replacement parts furnished in connection with non-warranty equipment shall be warranted for a period of (90) ninety days.

#### **Turnaround Policy**

Excluding custom products, units with RMAs shall be repaired or replaced and shipped back to the customer within (4) four weeks of receipt by Visionary. Visionary shall maintain the appropriate parts inventory and support infrastructure to repair or replace warranty, non-warranty, standard and custom products for a minimum period of two (2) years from the date of the last purchase of that product. The choice to repair "un-unwarranted" custom products is solely at the discretion of Visionary. If offered, such repair or replacement of custom products may take longer than the prescribed four (4) weeks.