

Videx Limited Warranty on Hardware

Videx, Inc. ("Videx"), warrants its new hardware products against defects in materials and workmanship for a period of one (1) year from the date of the original retail purchase. The one year warranty period begins when the new product is received by the customer. Videx warrants its remanufactured products and non-warranty repair to hardware from defects in material and workmanship for a period of ninety (90) days. The ninety day warranty period begins the date the repaired or remanufactured product is shipped from Videx.

If you discover a defect, Videx will, at its option, repair or replace the product at no charge provided you return it during the warranty period, with transportation charges prepaid, to the Videx Technical Support Department. Please contact the Videx Technical Support Department by phone, email, fax, or letter for a Service Order number (SVO#) before returning the equipment. When returning the equipment, please follow the return procedure described on the back of this card.

This warranty applies only to hardware products; Videx software, media, and manuals are licensed and warranted pursuant to separate written statements.

This warranty does not apply to non-rechargeable batteries. This warranty is void if the product has been damaged by accident, abuse, misuse, product end-of-life, or misapplication; has been modified without the written permission of Videx; or if any Videx serial number has been removed or defaced. Videx may use remanufactured, refurbished, or used parts and modules in making warranty repairs.

THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, ORAL OR WRITTEN, EXPRESSED OR IMPLIED. No Videx dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

VIDEX IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY LEGAL THEORY, INCLUDING LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH VIDEX PRODUCTS.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Service Policy

Videx has a commitment to provide excellent customer service. If you experience any problems with Videx equipment, please contact the Videx Technical Support Department and our technicians will assist you:

Phone: (541) 738-5500

Fax: (541) 738-5501

E-Mail: support@videx.com

Return Procedure

The following procedure should be followed when returning items to Videx for repair or upgrade.

1. Contact the Videx Technical Support Department to discuss the equipment problem (phone (541) 738-5500, fax (541) 738-5501, or email support@videx.com). This step is important because in many cases the problem is minor and can be corrected over the phone. If the problem is not resolved, a Service Order number (SVO#) will be issued for returning the product.
2. Include the following items with the product for repair: the assigned SVO#, your name, company name, return address, telephone number, and description of the problem. If the repair is under warranty, include the bill of sale as proof of original retail purchase date. If it is a non-warranty repair, also include your method of payment for the repair fee and return shipping charges. Videx accepts payment via check or money order in US dollars, Visa, Mastercard, American Express, or COD. If you have Net 30 credit terms with Videx, or are a government agency, school, or hospital, include your purchase order number and 'bill to' and 'ship to' instructions.
3. Place the SVO# you received from the Technical Support Department on the outside of the package. Ship the package to Videx, Inc., 1105 N.E. Circle Blvd., Corvallis, OR 97330, with the shipping charges prepaid.
4. When the product is received by Videx, it is logged into the Service Department, checked for problems, repaired or exchanged with a remanufactured unit, and tested. Exchanges are typically done within three days. Repair of specific product is usually completed within 12 business days.
5. Products are returned to you by the same method of transportation used to deliver the product to Videx, unless another method is specified. If the repair is under warranty, Videx will pay the return shipping charge; if it is a non-warranty repair, you are responsible for the return shipping charge.

Repair/Upgrade Fees

The fee for non-warranty repair is as follows:

iBR9000	\$50.00
TimeWand I	\$40.00
TimeWand II	\$105.00
TouchProbe	\$50.00
PulseStar	\$60.00
LaserLite	\$110.00
LaserLite Pro	\$130.00
LaserLite Mx	\$145.00
LaserLite/Pro/Mx Laser Engines	\$300.00
Recharger/Downloader Stations	\$40.00

The repair fee includes evaluation, repair or exchange, testing, and a 90-day warranty. There is an additional cost to the customer if cosmetic changes are also requested. The additional cost for cosmetic changes is as follows:

iBR9000	\$15.00
TimeWand I	\$15.00
TouchProbe	\$30.00
PulseStar	\$30.00
DuraTrax/LaserLite	\$40.00
LaserLite Pro/LaserLite Mx	\$55.00