

Limited 3 Year Warranty

Aurora Multimedia Corp. ("AURORA") warrants that this product is free of defects in both materials and workmanship for a period of 3 years as defined herein for parts and labor from date of purchase. Motorized mechanical parts (Hard Drives, DVD, etc), mechanical parts (buttons, doors, etc), remotes and cables are covered for a period of 1 year. Touch screen displays are covered for 1 year; touch screen overlay components are covered for 90 days. Supplied batteries are not covered by this warranty. During the warranty period, and upon proof of purchase, the product will be repaired or replaced (with same or similar model) at our option without charge for parts or labor for the specified product lifetime warranty period.

This warranty shall not apply if any of the following:

- A. The product has been damaged by negligence, accident, lightning, water, act-of-God or mishandling; or,
- B. The product has not been operated in accordance with procedures specified in operating instructions; or,
- C. The product has been repaired and or altered by other than AURORA or authorized service center; or,
- D. The product's original serial number has been modified or removed; or,
- E. External equipment other than supplied by AURORA, in determination of AURORA, shall have affected the performance, safety or reliability of the product.
- F. Replacement / Repair Part(s) are no longer available for product.

In the event that the product needs repair or replacement during the specified warranty period, product should be shipped back to AURORA at Purchaser's expense. Repaired or replaced product shall be returned to Purchaser by standard shipping methods at AURORA's discretion. Express shipping will be at the expense of the Purchaser. If Purchaser resides outside the contiguous US, return shipping shall be at Purchaser's expense.

No other warranty, express or implied other than AURORA's shall apply.

AURORA does not assume any responsibility for consequential damages, expenses or loss of revenue or property, inconvenience or interruption in operation experienced by the customer due to a malfunction of the purchased equipment. No warranty service performed on any product shall extend the applicable warranty period.

This warranty does not cover damage to the equipment during shipping and AURORA assumes no responsibility for such damage.

This product warranty extends to the original purchaser only and will be null and void upon any assignment or transfer.



205 Commercial Court
Morganville, NJ 07751
Voice: (732) 591-5800 Fax: (732) 591-5801
Email: sales@auroramultimedia.com

Return Policies

No merchandise may be returned for credit, exchange, or service without prior authorization from AURORA. To obtain warranty service for AURORA products, contact the factory and request an RMA (Return Merchandise Authorization) number. Enclose a note specifying the nature of the problem, name and phone number of contact person, RMA number, and return address. Authorized returns must be shipped freight prepaid to AURORA, 205 Commercial Court, Morganville NJ 07751, with RMA number clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA number shall be subject to refusal.

RMA for credit: At Aurora's discretion, products may be returned for credit within 30 days of original purchase (no cash refunds) in the case where product(s) is/are 'unopened/unused/new'. A 15% restocking fee will apply (no exceptions). If returned product is deemed as 'used' and/or 'damaged', partial credit may be issued, or return/credit may be rejected, and product returned to client at client's expense.

Advanced Replacements: Advanced Replacements are only authorized for failures within 30 days from original date of purchase. A Purchase Order or Credit Card will be required to secure replacement product. Aurora will ship replacement unit via UPS/FedEx Ground within the 48 states. For alternative methods, a UPS, FedEx or other shipping account will be required from client. This applies to ALL INTERNATIONAL shipments regardless of warranty status. If defective is not returned within 2 weeks, or deemed as non-warranty failure, client may be charged for partial or full value of replacement product at AURORA's discretion.