

Avenview Warranty and RMA

At Avenview, we pride ourselves on providing affordable, high-quality products to distributors and retailers in order to use the latest in AV innovations to attract and entertain customers. However, in the event that a product is damaged, not delivered in the best condition or does not meet the expectations of a client, we do provide a limited warranty that will allow the return of the item.

Limited Warranty

AVENVIEW CORP. ("Avenview") warrants its products for 3 years to be free from defects in material or workmanship.

RETURN

All returns within 30 Days are subject to a restocking fee of 30% percent of the original price. All Custom Items such as video wall controllers and cables are not subject to return. Customers looking to return a product must contact Avenview support department for a Return Authorization number. Customers may send it back returns to Avenview, However, our return policy covers items for 30 days after they are shipped. Avenview will not issue a refund for any orders after 30 days from shipment date. Customers seeking a refund must return the product in its original package within that 30-day period.

LABOR.

For a period of three years from the date of purchase, if a product is determined to be defective, Avenview will repair or replace the product, at its option, at no charge. After this warranty period, you must pay for all labor charges.

PARTS

In addition, Avenview will supply, at no charge, new or rebuilt replacements in exchange for defective parts for a period of three years. After the warranty period, you must pay for all parts costs.

Avenview's warranty covers products that have been deemed defective and do no work properly. However, some actions - particularly unauthorized use - will result in this warranty becoming void. Additionally, circumstances under which the malfunctions occur must fall under certain conditions. The instances that are not covered by the warranty are constituted by - but are not limited to - the following:

1. Cosmetic damage
2. Damage from acts of God, accident, misuse, abuse or negligence
3. Modification of or to any part of the product
4. Improper installation
5. Loss of use of the product or wasted programming charges due to product malfunction
6. Damage due to improper operation or maintenance
7. Connection of the product to improper voltage supply
8. Attempted repair by anyone other than a facility authorized by Avenview to service the product.

In order for a customer to receive warranty service, they must provide proof of purchase in the form of a bill of sale or receipted invoice showing that the unit is within warranty period.warranty period.

Repair or replacement as provided under this warranty is the exclusive remedy of the consumer. Avenview shall not be liable for any incidental or consequential damages for breach of any expressed or implied warranty on this product. Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration to the duration of this warranty.

This warranty gives you certain legal rights. However, these conditions may not apply to you, as your rights vary from state-to-state. Some states do not allow the inclusion or limitation of incidental or consequential damages, or allow limitations on how long and implied the warranty lasts, so the above limitations or exclusions may not apply to you.