



Products Warranty

The Basics.

AVPro Edge warrants its products that are purchased from all Authorized AVPro Edge Resellers or direct purchases. Products are guaranteed to be free from manufacturing defects and of sound physical and electronic condition.

AVPro Edge has developed a warranty that anyone can get behind. We really wanted to take all the "red tape" out of a warranty and just make it simple. Our 10 YEAR NO BS warranty hinges on 3 elements.

1. If you are having trouble, call us. We will attempt to troubleshoot your issue over the phone.
2. If it's broke - We'll replace it in advance on our dime. (We'll cover return shipping too.) Repair is an option too, but it's YOUR call.
3. We know you know what you are doing. We will not make you go through unnecessary steps to troubleshoot an extender...

Coverage Details.

AVPro Edge will replace or repair (at customer choice) the defective product. If the product is out of stock or on back order it can either be replaced with a comparable product of equal value/feature set (if available) or repair.

Your warranty begins at receipt of product (as confirmed by shipping firm tracking). If tracking information is unavailable for any reason, the warranty will commence 30 ARO (After Receipt of Order). The coverage continues for 10 YEARS.

Red Tape.

AVPro Edge is not responsible for untraceable purchases or those that were made outside of an authorized channel.

If we conclude that a product or serial number has been tampered with as identified by warranty seal or physical examination the warranty will be void. Additionally, excessive physical damage (beyond normal wear & tear) the warranty may be voided or pro-rated based on the extent of the damage as examined by an AVPro Edge representative.

Damage caused by “acts of God” are not covered. They can include natural disasters, power surges, storms, earthquakes, tornadoes, sink holes, typhoons, tidal waves, hurricanes, or any other uncontrollable event related to nature.

Damage caused by incorrect installation will not be covered. Incorrect power supply, inadequate cooling, improper cabling, inadequate protection, static discharge are examples of this.

Products installed or sold by a third party to AVPro Edge will be serviced by the Authorized AVPro Edge Reseller.

Accessories (IR Cables, RS-232, Power Supplies, etc...) are not included in the warranty. We will make acceptable effort to source and supply replacements for defective accessories at a discounted rate as needed.

Obtaining an RMA.

Dealers, Re-sellers, and Installers can request an RMA AVPro Edge Tech Support Rep or their Sales Engineer. Or you may email support@avproedge.com or fill out the general contact form at www.avproedge.com

End users may not request and RMA directly from AVPro Edge and will be referred back to the Dealer, Re-seller or Installer.