

# DVIGear Frequently Asked Questions



HDTVSupply.com & DVIGear have had a relationship for a long time. We are a Authorized Reseller Dealer & have a contract with DVIGear to sell and support their complete product line.

Our partnership started when HDTV Supply went looking for a company that could supply unique products, provide flawless support and had fair pricing. DVIGear was the first company that met our strict demands and they were the first we developed a relationship with.

## **Reasons To Buy This DVIGear Product From HDTVSupply.com:**

1. Our partnership with DVIGear gives you a DVIGear warranty when you buy from us
2. Our partnership with DVIGear gives you FREE HDTV Supply U.S. based Live Telephone Lifetime Tech support
3. HDTV Supply has a dedicated TEXT support line at 805-409-0208 to support you
4. HDTV Supply has a dedicated Product Manager for DVIGear products to assist with any special needs
5. We sell extra remote controls for all DVIGear products
6. All DVIGear remote controls are full size
7. Many times we will list lower cost Closeout DVIGear products at our site
8. All DVIGear products are in stock and ship the same week day if the order comes in by 12PM PST
9. You can buy DVIGear products from us with most any credit card, your Amazon account and PayPal
10. HDTV Supply has many videos to show the features of DVIGear products
11. You will find all DVIGear User Manuals and other manuals at our site
12. From time-to-time HDTV Supply runs Factory Authorized sales on DVIGear products
13. If there is an DVIGear firmware update for your product you will find it at our site
14. Many times we will list lower cost Refurbished DVIGear products at our site

15.The below may be available on many DVIGear products, just email, TEXT or call us to find out:

1. RS232 Docs
2. GUI software
3. iRule support with LCM products
4. Roomie support with LCM devices
5. Ethernet TCPIP Docs
6. .pdf IR codes
7. HEX IR codes
8. Control4 serial drivers
9. Control4 IR drivers
- 10.Control4 TCPIP drivers

16.All DVIGear products bought from HDTV Supply are brand new and in unopened boxes.

17.All DVIGear products bought from HDTV Supply are shipped in double carton boxing.

18.All DVIGear products bought from HDTV Supply have full value shipping insurance

19.All DVIGear products bought from HDTV Supply have a 30-day No-Hassle returns

20.All DVIGear products bought from HDTV Supply can be shipped blind to your customer

21.We have shipped hundreds of DVIGear products throughout the world

22.DVIGear stocks extra accessories in case you misplace your remote so we can get you a new one

23.HDTV Supply & DVIGear pride ourselves on confidentiality so with any personal information that you may share with it us is kept absolutely private.

HDTVSupply.com is one of the oldest and most trusted DVIGear resellers as we support all of their products with telephone, TEXT and email ordering and tech support.