

# Warranty

## HDbridge and ZvPro Series of Encoders & Decoders

ZeeVee, Inc. July 2016

### LIMITED FIVE YEAR WARRANTY

ZeeVee warrants your ZeeVee HDbridge 2000, 3000 and ZvPro Series of Encoders, Decoders and Chassis (“ZeeVee Equipment”) against defects in materials and workmanship for a period of five (5) years from the date of purchase. ZeeVee’s limited warranty extends only to the original end user purchaser or any person receiving the ZeeVee Equipment as a gift from the original end user purchaser and to no other purchaser or transferee. All warranties implied by law, including any implied warranties of merchantability and fitness for a particular purpose, are expressly limited to the duration of this express limited warranty. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### EXCLUSIVE REMEDY FOR ZEEVEE EQUIPMENT

At the option of ZeeVee, the ZeeVee Equipment will be repaired or replaced with a new, repaired or refurbished product (whichever ZeeVee deems as necessary) if it becomes defective or inoperative. If ZeeVee cannot reasonably repair or replace the ZeeVee Equipment then ZeeVee may, at its sole discretion, refund the original purchase price or the current retail price of the ZeeVee Equipment. If ZeeVee chooses to repair or replace the ZeeVee Equipment, or to refund the purchase price, this will be the exclusive remedy. With the exception of any warranties implied by the law of any state of the USA, this express limited warranty is exclusive and in lieu of all other warranties, guarantees, agreements and similar obligations of ZeeVee.

### THE ABOVE WARRANTIES ARE SUBJECT TO ALL CONDITIONS LISTED BELOW:

- You must have proof of purchase from an authorized ZeeVee dealer to receive warranty service. A sales receipt or other document showing that you purchased the ZeeVee Equipment is considered proof of purchase.
- Warranty coverage begins the day the original end user purchaser or any person receiving the ZeeVee Equipment as a gift from the original end user purchaser purchased the ZeeVee Equipment.
- All ZeeVee Equipment, including replacement products, are covered only for the original warranty period. When the warranty on the original product expires, the warranty on the replacement product also expires.
- If we determine that the problem is not covered under the limited warranty, we will notify you and inform you of service or replacement alternatives that are available to you on a fee basis.

In the case of a paid repair: at the option of ZeeVee, the ZeeVee Equipment will be repaired or replaced with a new, repaired, refurbished, or comparable product (whichever ZeeVee deems as necessary).

- ZeeVee Equipment must be purchased through an authorized ZeeVee Distribution Partner and Dealer/Reseller. Check [www.ZeeVee.com](http://www.ZeeVee.com) for a list of authorized distributors and a list of any expressly excluded Dealer/Resellers. ZeeVee does not warrant equipment purchased through grey market resellers or certain internet resellers.

### WHAT THESE WARRANTIES EXCLUDE

Your warranties do NOT cover:

- Labor charges for installation or set-up of the ZeeVee Equipment.
- Repairs or replacement due to misuse, accident, lightning damage, unauthorized repair, power surges, or other causes not within the control of ZeeVee.

## **WHAT THESE WARRANTIES EXCLUDE (continued)**

Your warranties do NOT cover:

- Any modifications or other changes to the ZeeVee Equipment, including but not limited to software or hardware modification in any way other than as expressly authorized by ZeeVee, will void these limited warranties. Except in the case of hardware or software provided by ZeeVee, installing modifications, “hacks,” or utilizing service access or “back doors” will void these limited warranties.
  - Reception or transmission problems caused by signal conditions, Internet connection problems, or any other communication systems outside the unit.
  - Expendable accessories included in ZeeVee Equipment such as batteries.
  - Any ZeeVee Equipment that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved, and/or authorized.
  - Any ZeeVee Equipment that has altered or missing serial numbers.
  - Any ZeeVee Equipment that has been opened or otherwise tampered with
- Problems that are directly caused as a result of using any third party accessories, parts or components.
- Shipping, tax or duty charges for return or replacement of unit

## **MAKE SURE YOU KEEP...**

Please keep your sales receipt and any other documentation showing proof of purchase. Also, keep the original box and packaging material in case you need to return your ZeeVee Equipment.

## **TO GET WARRANTY SERVICE**

Warranty service will be provided by ZeeVee. If you believe you need service for your ZeeVee Equipment, please contact ZeeVee by calling our Customer Care Center at (877)-4ZeeVee; (877)-493-3833. If it is determined that the product needs to be returned for service or exchange, you will receive a Return Material Authorization (“RMA”) number. Our agents will help you through the process through which you can return the product. ZeeVee is not responsible for Customer products received without an RMA number and may reject such products.

## **TO GET OUT-OF-WARRANTY SERVICE**

To obtain out-of-warranty service for your ZeeVee Equipment, please contact ZeeVee by calling our Customer Care Center at (877) 4ZEEVEE; (877) 493-3833 for information on the possibility of and any costs for repair or replacement of out-of-warranty products. No agent, company, dealer, distributor, or person is authorized to change, modify, or extend the terms of these warranties in any manner.

## **LIMITATION OF LIABILITY**

In no event will ZeeVee be liable for any amount greater than the retail price of the ZeeVee Equipment. ZeeVee shall not be liable for any incidental or consequential damages (including lost profits) for breach of any express or implied warranty on the ZeeVee Equipment. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from State to State.