## General Warranty Statement

DIGIOP provides a general warranty that covers any product malfunctions or defects that prevent your equipment from working properly. Warranty length may vary depending upon the product, and begins on the date of purchase. In the event of a product malfunction or defect, the customer must complete the following steps to initiate the warranty process:

1. Contact the DIGIOP technical support department (800-968-3606) and perform any requested troubleshooting to either resolve or verify the product malfunction.
2. If the product is found to be defective, your technical support representative will provide you with an RMA (Return Merchandise Authorization) number.
3. Pack your product carefully, including all parts and accessories. If possible, use the original packaging. Else, please use a replacement box and an over pack box with substantial packing material to prevent further damage during shipping.
4. All software must be in the original, factory sealed package to be eligible for return.
5. Write your RMA number clearly on an exterior label adhered to the shipping (over pack) box. DO NOT write the RMA number on the original product packaging. Please include the RMA number in the ATTN line on your shipping label as well.
6. Ship the product to the address provided by the technical support representative.

*NOTE: The customer is responsible for shipping costs back to the repair depot.*

Once received, our technical staff will test the equipment to confirm the malfunction or defect. If possible, the product will be repaired and returned to the customer. If repair is not possible, the product will be replaced with a comparable unit. Depending upon availability of inventory, this unit may be new or recertified. DIGIOP will cover the cost of shipping the repaired or replacement product to the customer and expedited shipping is available upon request.

## What is not covered?

DIGIOP's general warranty does not cover any product that is modified from its original factory condition, nor does the policy cover any damages incurred during shipment, caused by acts of nature, due to vandalism, or due to the improper installation of the product. Improper installation of product includes, but is not limited to, the failure to follow documented instructions provided by the manufacturer, the failure to follow the technical support troubleshooting process, cutting cables, or any modifications to your product unless instructed to do so by the technical support department.

## Out of Warranty Services

Certain services may be available for purchase after the product warranty has expired. These services may include remote software support, hardware diagnostics and repair, or other services. Contact your sales representative to discuss available services and associated costs.

## Warranty Duration

Warranty duration varies based on the product type and customers should always verify the warranty duration before purchase. General guidelines for warranty durations are as follows:

- DIGIOP ELEMENTS and CARBON Software Subscription: Software warranty is current for the life of the subscription
- "DIGIOP Certified" Video Hardware: 3 year manufacturer's warranty for active/current customers