



ProDVX Europe BV

WARRANTY AND REPAIR POLICY

Rev 2.8

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1. Warranty Policy

1.1 Warranty Period

ProDVX warrants that its products will be free from defects in material and workmanship for the duration of the warranty, which is equal to twenty-four (24) months from the date of invoice. The warranty status of a ProDVX product is determined by checking the serial number of the product or component.

Products with longer warranty periods will be separately mentioned on offer and order acknowledgement.

1.2 DOA Period

A product is DOA (Dead On Arrival) if it is defective or does not operate according to the product specification within eight (8) days, as from the date of shipment (invoice) of this product by ProDVX or by your official ProDVX Distributor. The Distributor must provide to ProDVX a copy of the invoice and the serial number of the product. DOA products are collected by ProDVX unless agreed otherwise in writing.

1.3 Repair Time / Turnaround Time (TAT)

1.3.1 RMA

ProDVX will normally repair a defect item and have it ready for shipment within 10 working days after receipt of the defect system by ProDVX. If the quantity of defect item exceeds this Turnaround Time, ProDVX will instantly inform the customer.

For larger lots ProDVX will confirm the repair time separately.

Defect items that must to be returned to the manufacturer have an average repair time of 30 days as from the date of shipment of these repairs by ProDVX.

1.3.2 DOA

If possible ProDVX will instantly replace a DOA product within 5 working days as from proclamation of a DOA product by ProDVX excluding shipment time. A new product to replace the DOA will be invoiced to the customer. A credit invoice for the DOA unit will be sent to the customer after receiving the returned DOA unit (see below note).

Custom made products will have a priority on repair and will be returned within an average of 7 working days as from receipt of a DOA product by ProDVX excluding shipment time. If repair is impossible the delivery time for a new product will be given to the customer.

Note: A returned DOA product is considered complete if it is returned with all its accessories and preferable in the original packaging. Missing items will be deducted from the credit invoice.

1.4 Repair Warranty

A repaired part of a system will carry a repair warranty of:

- For Out of Warranty products or parts: two (2) months
- For In Warranty or DOA products or parts: the remainder of the normal warranty period, or two (2) months, whichever is greater.

1.5 Multiple Repairs

ProDVX warrants that repaired products or parts which show the same failure caused by the same component within two (2) months from the date of shipment (by ProDVX) of the original repair, will be repaired at no charge to the customer.

1.6 Void Warranty Conditions

The product warranty covers only those defects which arise as a result of normal use of the product and do not apply to any:

- Physical damage of the product, caused by or for the risk of the user
- Improper or inadequate maintenance or modification
- Missing or broken parts or components
- Missing or broken serial number label
- Foreign objects inside the product
- Software, media, parts or supplies not provided or supported by ProDVX
- Operation outside the product specifications

2. Returning Goods

2.1 Procedure

The following procedure to return goods to ProDVX for repair is used by ProDVX:

1. Send an RMA request via email to support@ProDVX.com including contact information, and model number, serial number and adequate failure description for each defect product; this could result in lower repair cost.
2. Customer sends the defect item to ProDVX observing following rules:
 - See 2.2 Packaging
 - Product complete with accessories i.e. Remote control, power supply, cables, and so on
 - RMA number visible on the packaging
 - Copy of RMA request included with each defect product

Note: Defective products will be refused if above conditions are not fulfilled.

2.2 Packaging

Each item should be well packed in the original or equivalent packaging to minimize the chance of damage during transportation. ProDVX will not accept liability for any product damaged during transportation due to inadequate or insufficient packaging.

If the packaging is damaged in such a way that, according to ProDVX, there is a fair chance that the inside product could be reasonably damaged too, ProDVX will refuse the returned item. If ProDVX decides to renew the packaging to ensure safe shipping, this new packaging will be invoiced to the customer.

2.3 Freight Charge Responsibility

Warranty Status	Shipping paid by:	
	From Customer to ProDVX	From ProDVX to Customer
Within Warranty	Customer	ProDVX
Out of Warranty	Customer	Customer
DOA	ProDVX	ProDVX

2.4 Method of transportation

ProDVX will not accept shipping cost from customers who decide to ship DOA products on their own initiative to ProDVX. These products are collected by ProDVX unless agreed otherwise in writing.

2.5 Shipping

Please make sure to follow rules on shipping, see 2.1 section b, 2.2 and 2.3.

3. Repair Charges

3.1 Repair Charges

In warranty and DOA items are repaired/replaced free of charge.

ProDVX will charge repairs for the following categories of items:

- Out of Warranty: items for which the warranty has expired
- Void Warranty: Items, for which the responsibility for the defect or damage cannot be attributed to ProDVX, see 1.6 Void Warranty conditions.

A full repair report will be given to the customer upon request. The repair charges consist of:

Repair charge=Labor charge + Material charge + Freight charge

Where:

- Labor charge: Euro 68,00 per hour
- Material charge: Spare parts list price
- Freight charge: The shipping method will be determined by ProDVX

Note: Repair charges up to Euro 150,00 and being less than 50% of the new value of the product will be automatically repaired without further notice.

3.2 Non Repair Charges

If in or out of warranty items are returned for repair and no defects are found by ProDVX, ProDVX will charge Euro 50,00 for investigation with additional shipping costs.

3.3 Economical Non Repairable

If the repair exceeds the price of a new product, or the repair costs are too high compared to the age of the product, ProDVX will inform the customer to decide on what to do, taking into account the following solutions:

- Customer decides to repair and pays according to 3.1. Repair charges.
- Customer decides not to repair and ProDVX destroys the product, costs Euro 30,00.
- Customer decides not to repair and wants product non repaired back, see 3.2 Non Repair Charges.
- Customer decides not to repair and decides to buy a new product: ProDVX charges just the new product and shipping cost. ProDVX takes care of the defect item free of charge.

4. Repair Process

4.1 Repair Process Description

The ProDVX repair process follows the general steps below.

- Customer completely fills out in the RMA request via email
- Customer asks for DOA request
- ProDVX determines if product is in warranty, out of warranty or DOA
- In case of DOA, customer will be contacted immediately
- In case of DOA, customer receives new product or repair priority status
- In case of DOA, ProDVX will collect the defect product(s)
- Customer sends the defect products to ProDVX following ProDVX procedure
- ProDVX receives the defect product(s)
- ProDVX repairs defect product(s) according to the mentioned Repair charges
- Product is shipped back to the customer
- Customer receives a full repair report on request