



GeoBox Warranty and RMA policy

A. Limited Warranty

GeoBox is designed and tested to the highest standards and backed by a thirty-month parts and labor warranty. Warranties are effective upon the first delivery date to the end user.

Warranty related repairs include parts and labor, but do not include repair of faults resulting from user negligence, special modifications, abuse, mechanical damage, shipping damage, and/or other unusual damages.

The warranty period for accessories (such as remote controller, battery, and IR receiver extender) is six (6) months.

VigilLink LLC. (Authorized Distributor) does not assume responsibility for consequential damages, expenses or loss of revenue, inconvenience or interruption in operation experienced by the customer. The warranty service shall not automatically extend the warranty period.

No other warranty, expressed or implied, shall apply.

B. DOA (Dead On arrival) policy

The definition of DOA is that within 14 days from purchase date, GeoBox has been found with below issues: can't power on/off, no image, malfunction, or content mismatch. After being confirmed by VigilLink LLC. (Authorized Distributor), the unit will be exchanged with a new one under the conditions that the return units have all original accessories inside, no obvious damage on appearance, no user negligence, abuse, mechanical damage, shipping damage and /or other unusual damages.

C. Exception clause

If the Product has been repaired within the warranty period, the warranty period can be extended for three (3) months more for the same defect. If the repair is after expiry of the warranty period, then user can have three (3) months warranty for the repair item.

D. Return Material Authorization (RMA)

If a product needs to be returned for repair, inform VigilLink LLC, and ask for a Return Material Authorization number.

RMA procedures:

1. Prior to returning any item, the user must receive a Return Material Authorization (RMA) number.
2. All RMA numbers must appear on the return-shipping label.
3. All RMA numbers are valid for ten (10) days from the issue date.
4. All shipping and insurance charges in all RMAs must be prepaid by the customer.

E. Shipping charges and repair fees

1. Within warranty period: The customer shall pay shipping charges when the unit is returned for repair. Authorized Distributor will pay shipping charges for return shipment to customer. All the inspection, material and repairs fees shall be borne by Authorized Distributor.
2. Outside warranty period:
 - User shall pay for the inspection, material and labor cost for the repairs and pay for all shipping freight and insurance cost.
Authorized Distributor shall give quotation to the user and the user can make a decision whether this repair shall be executed or not. If the user decides to return the unit, the user shall pay for the return cost.

Manufacturer: VNS Inc. (VNS)

Authorized Distributor: VigilLink LLC

Address: 1100 Town and Country Rd. Suite # 1250 Orange, CA 92868