



**VigilLink**  
Technical Support  
Department  
Warranty and RMA's process.



## VigilLink Warranty Policy

VigilLink is passionate about our customers and their projects, and vows to be VIGILANT during all aspects of the design, purchasing, delivery and, if necessary, the warranty process.

### **VigilLink's Six Years - "No Hang-up" Warranty Policy.**

VigilLink warrants its products that are purchased only from authorized VigilLink Resellers and/or direct purchases. Products are guaranteed to be free from manufacturing defects and complete physical and electronic condition. We removed the all the "hang up" from typical warranties to keep it simple. Our **six-year warranty** is comprised of three key elements:

1. Having issues, call us, first level tech support and troubleshooting will speed things up!
2. Not functioning, we will replace at our expense, for the first six months.
3. We trust you to know your business and will try to honor and value our partnership.

VigilLink will replace or repair (at customer choice) defective products during the warranty period. If the product is out of stock or on backorder it can either be replaced with a comparable product of equal value/feature set (if available at VigilLink discretion) or repaired.

Your warranty begins at receipt of product (as confirmed by shipment tracking). If tracking information is unavailable for any reason, the warranty will commence 30 days after receipt.

The coverage continues for 6 YEARS from date of original purchase.

VigilLink is not responsible for untraceable purchases or those that were made outside of an authorized channel. If we conclude that a product or serial number has been tampered with as identified by warranty seal or physical examination the warranty will be void.



Additionally, excessive physical damage (beyond normal wear & tear) the warranty may be voided or pro-rated based on the extent of the damage as examined by a VigilLink representative.

Damage caused by “acts of God” are not covered. They can include natural disasters, or any other uncontrollable event related to nature. Damage caused by incorrect installation will not be covered. Incorrect power supply, inadequate cooling, improper cabling, inadequate protection, static discharge are examples of this.

Accessories (IR Cables, RS-232, Power Supplies, etc.) are not included in the warranty. We will make an acceptable effort to source and supply replacements for defective accessories at a discounted rate if needed.

Dealers, Re-sellers, and Installers can request an RMA from VigilLink Tech Support. Or you may email [support@vigillink.com](mailto:support@vigillink.com) or fill out the general contact form at <https://www.vigillink.com/rma-request-form>

End users may not request and RMA directly from VigilLink and will be referred to the Dealer, Re-seller, or Installer, unless prior arrangement has been agreed to.

For USA (not including Alaska and Hawaii). Shipping is covered on advanced replacements for FedEx Ground (some expressed exceptions may apply). Defective product return shipping is covered by VigilLink using a supplied email return label. Item must be returned within 30 days of receipt of replacement product, after 30 days, the customer will be billed.

Other return shipping methods will not be covered.

For International (and Alaska and Hawaii) return shipping costs will be the responsibility of the returnee. Once the unit is scanned for return shipping VigilLink will ship new unit for replacement.



### **Limitation on Liability**

The maximum liability of VigilLink, LLC under this limited warranty shall not exceed the actual purchase price paid for the product. VigilLink, LLC is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory to the maximum extent permitted by law.

Taxes, Duties, VAT, and freight forwarding service charges are not covered or paid for by this warranty.

Obsolescence or incompatibility with newly invented technologies (after manufacture of product) is not covered by this warranty.

Obsolescence is defined as: "Peripherals are rendered obsolete when current technology does not support product repair or re-manufacture. Obsolete products cannot be remanufactured because advanced technologies supersede original product manufacturer capabilities. Because of performance, price and functionality issues, product redevelopment is not an option."

Discontinued or out of production items will be credited at fair market value towards a current product of equal or comparable capabilities and cost. Fair market value is determined by VigilLink.

### **Exclusive Remedy**

To the maximum extent permitted by law, this limited warranty and the remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, express or implied. To the maximum extent permitted by law, VigilLink, LLC specifically disclaims all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. If VigilLink, LLC, cannot lawfully disclaim or exclude implied warranties under applicable law, then all implied warranties covering this product, including warranties of merchantability and fitness for a particular purpose, shall apply to this product as provided under applicable law.

This warranty supersedes all other warranties, remedies and conditions, whether oral or written, express or implied.



## CONTACT INFORMATION

If you need to speak to someone about any information concerning our products or services, please feel free to contact the appropriate person listed below.

General:

info@vigillink.com  
949-502-4484

Sales & Business Development:

sales@vigillink.com  
949-502-4484 (Ext. 405)  
949-502-4484 (Ext. 406)

RMA & Technical Support:

support@vigillink.com  
949-502-4484 (Ext. 412) - RMA  
949-502-4484 (Ext. 408) - Tech support

Accounting:

kevin.lee@vigillink.com  
949-502-4484 (Ext. 404)

Orders:

orders@vigillink.com  
949-502-4484 (Ext. 404)