

## Standard Warranty

Unless otherwise specified at the time of original purchase, all equipment is warranted as to quality and performance for one year from the date of original shipment from our factory.

This factory warranty covers all parts, software, and/or labor (as specified at time of purchase) at our factory, as well as return shipping to you, the customer, but does not apply to any batteries or any damage, resulting from abuse of the equipment. Warranty coverage excludes free replacement of cosmetic items such as clips, logos, etc.

The warranty is void if:

1. There is evidence of abuse to the equipment (i.e., corrosion, unusual physical damage, signs of exposure to temperatures outside the range of specifications, etc.)
2. The equipment contains an unauthorized modification.
3. Identification numbers on the printed circuit boards or chassis have been altered or removed.
4. Evidence of the product having been exposed to, or submerged in water.
5. Equipment is damaged through acts of God, including, but not limited to: flood, lightning, hurricane, tornado, sustained high winds, acts of war, natural disasters, etc.

Should you experience problems with any product, we would suggest consulting your system or pager maintenance guide to correct any routine problems such as replacing batteries, cleaning contacts, checking AC voltage, etc.

If the problem persists, please call our technical support department for additional assistance, remote diagnostics help, etc. If your product must be returned for repair, our technical service department will provide you with a Returned Material Authorization (RMA) number and any other special instructions that will allow the repair to be handled as quickly as possible. Repaired equipment will include a 90-day limited warranty.

For more information, or to obtain technical assistance on any warranty or non-warranty product, please write, call or email:

**Visiplex, Inc.**  
**1287 Barclay Boulevard**  
**Buffalo Grove, IL 60089**  
**Phone: (847) 229-0250**  
**E-mail: [support@visiplex.com](mailto:support@visiplex.com)**  
**Business Hours: Monday-Friday, 9:00 AM - 5:00 PM Central Time.**

### Restocking Policy & Terms of Sales

1. All returns must be approved prior to shipment and have a valid RMA.
2. No returns after 30 days or for damaged equipment or for special order items.
3. For returned *system(s)* there is a 25% restocking charge (for systems in new & unused condition).
4. For returned a *pager(s)*, *speaker(s)*, *clocks(s)* or other *receiver(s)* there is a 40% restocking charge (for items in new & unused condition).
5. All sales are subject to Visiplex Terms of Sales as can be found at Visiplex website ([www.visiplex.com](http://www.visiplex.com))