



**Visionary Solutions, Inc.**

## **Limited 12-month Product Warranty & Non-Warranty Policy**

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**v1.0.8 May 2013**

We appreciate your purchase of Visionary Solutions, Inc. product. We feel confident that in normal use it will provide years of satisfactory performance.

### **Warranty**

Visionary Solutions, Inc. ("VSI") warrants to the original user that the equipment supplied by us will be free of defects in materials and workmanship for a period of twelve (12) months from the date of purchase from VSI, or an authorized re-seller of VSI. VSI's obligation under this warranty shall be to repair defective equipment, including any necessary parts and the cost of labor connected therewith. At its option, VSI may exchange or refund the purchase price, of any equipment that is determined by us to have a manufacturing defect within the warranty period.

Replacement parts furnished in connection with this warranty shall be warranted for a period equal to the un-expired portion of the original equipment warranty.

### **Warranty Limitations**

This warranty does not apply to cosmetic damage or repairs or replacements necessitated by any cause beyond the control of VSI, including, but not limited to, acts of nature, improper installation, misuse, lack of proper maintenance, accident, voltage fluctuations, and unauthorized repairs or modifications.

This warranty becomes void in the event serial numbers are altered, defaced or removed.

VSI reserves the right to make changes in the design, or make additions to, or improvements upon, this product without incurring obligations to install the same on products previously manufactured.

**REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE BUYER. The foregoing warranty is in lieu of all other warranties, expressed or implied, including, but not limited to the implied warranties of merchantability and fitness for a particular purpose. VSI neither assumes nor authorizes any person to assume for it any other obligations or liabilities in connection with the sale of its products. VSI SHALL NOT BE LIABLE FOR ANY ACTUAL, EXEMPLARY, INDIRECT, OR CONSEQUENTIAL DAMAGES SUFFERED BY THE BUYER AND/OR ANY END USER RESULTING FROM THE NONDELIVERY, USE OR INABILITY TO USE THE PRODUCTS, INTEGRATION OF THE PRODUCTS WITH EQUIPMENT NOT PROVIDED BY VSI, LOSS OF GOODWILL OR PROFITS AND/OR FROM ANY OTHER CAUSE WHATSOEVER, EVEN IF VSI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE WHICH**

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EXTEND BEYOND THE FACE OF THIS LIMITED WARRANTY. VSI NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF ITS PRODUCTS. VSI HAS NO RESPONSIBILITY WHATSOEVER FOR REIMBURSING THE BUYER OR BUYER'S CUSTOMERS, NOR SHALL VSI BE LIABLE IN DAMAGES FOR REPAIR OR REPLACEMENT COSTS INCURRED BY BUYER OR ITS CUSTOMERS, IN CONNECTION WITH VSI'S PRODUCTS WITHOUT VSI FIRST HAVING GIVEN ITS WRITTEN AUTHORIZATION FOR SUCH CHARGES AND WITHOUT VSI HAVING AN OPPORTUNITY TO PERFORM ITS WARRANTY OBLIGATIONS AS SET FORTH HEREIN. VSI'S WARRANTY AS HEREINABOVE SET FORTH SHALL NOT BE ENLARGED OR AFFECTED BY, AND NO OBLIGATION OR LIABILITY SHALL ARISE OR GROW OUT OF, VSI'S RENDERING OF TECHNICAL ASSISTANCE OR SERVICE IN CONNECTION WITH BUYER'S ORDER.

### Customer Obligations

The original, dated, bill of sale should be retained as proof of purchase and must be presented to VSI or a VSI Authorized Service Center when the equipment is to be serviced under the provisions of this warranty.

The cost of transportation to and from the Authorized Service Center is the responsibility of the Buyer.

### Returns - How to Obtain Warranty & Non-Warranty Service

All warranty & non-warranty returns must have a Return Merchandise Authorization number (RMA #) assigned by VSI. In order to expedite equipment returned to VSI for repair please call (805) 845-8900, ext. 120 or email [support@vsicam.com](mailto:support@vsicam.com) to obtain an RMA # and shipping instructions. Units returned to VSI for repair should be clearly identified with a description of the alleged problem and the pre-assigned RMA #. Units returned to VSI without an RMA # will receive delayed service or be returned to the sender.

### Out of Warranty Returns

Prior to issuing an RMA #, for out of warranty product returns, collection of a \$97.00 (per unit) diagnostic fee is required. This fee will be applied towards the repair or replacement cost, which is to be determined upon inspection. Payment may be made by credit card, check, wire transfer or eligible VSI account.

### Warranty on Non-Warranty Repairs / Replacements

Repair or Replacement parts furnished in connection with Non-Warranty equipment shall be warranted for a period of (90) ninety days.

### Turnaround Policy

Excluding custom products, units with RMAs shall be repaired or replaced and shipped back to the customer within (4) four weeks of receipt by VSI. VSI shall maintain the appropriate parts inventory and support infrastructure to repair or replace warranty, non-warranty, standard and custom products for a minimum period of two (2) years from the date of the last purchase of that product. The choice to repair "un-unwarranted" custom products is solely VSI's. If offered, such repair or replacement of custom products may take longer than the prescribed four (4) weeks.