

Important Warranty Information

WARNING: The warranty on Niveus Media products is NOT transferable and is NOT valid if purchased used or from anyone other than Niveus Media, Inc. or a Niveus Authorized Dealer.

Products that are deemed by Niveus to be 'defective' may be returned to Niveus for repair according to the terms of this warranty. Niveus will not accept returns for credit. Products purchased from Niveus Authorized Dealers are subject to the return policy of the dealer.

Limited Warranty*

Niveus Media, Inc. ("Niveus") warrants to the original purchaser that this product (excluding any documentation, software, and similar items) against defects in material or workmanship as follows:

- For a period of 1 year from the date of purchase, if this product is determined to be defective, Niveus will repair or replace the product, at its option, at no charge.
- Replacement parts or Products will be new or rebuilt, comparable in function and performance to the original part or product, and warranted for the longer of 90 days or the remainder of the warranty period. Additional purchases or upgrades will not extend this warranty.

This Warranty Does Not Cover

- This warranty does not cover customer instruction, set up adjustments, signal reception problems or any other expenses or costs related to the installation, configuration or integration of the product including expenses or costs related to the repair or replacement of the product.
- This warranty does not cover damage caused during shipment (except the shipment to the original purchaser).
- This warranty does not cover cosmetic damage or damage due to external causes or unintended use, including without limitation, accident, misuse, connection or interaction with components not originally shipped with the product, failure to adhere to instructions listed in the included manual, electrical discharge, acts of God, war, riot, insurrection, impacts, fluids, abuse, negligence, commercial use, modification of or to any part of the product.
- This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply or fluctuating power conditions such as a "brown out" or "black out", improper environmental conditions such as inefficient cooling or airflow conditions.
- This warranty does not cover the loss of any data, content or time whether real or incidental.
- This warranty does not cover a unit which has been repaired by anyone other than Niveus.
- This warranty does not cover software or non-Niveus branded products. Any warranty applicable to software or non-Niveus branded products is provided by the original manufacturer.
- This warranty does not cover Products sold AS IS or WITH ALL FAULTS, or consumables (such as fuses or batteries).

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). NIVEUS' RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Warranty Forfeiture

Warranty is not granted if a product is received without original invoice. Warranty is void if serial tags, receiving numbers, product stickers, or manufacturer seals have been removed, altered or tampered with. Warranty is void if mishandling, improper use, or defacing of the product that would normally void manufacturer's warranty has occurred. Niveus will not repair, replace, or refund any purchase if the serial numbers do not match, or if the product is not sold directly by Niveus or a Niveus Authorized Dealer. Products damaged due to improper or inadequate packaging when returned for service purposes are not granted warranty coverage.

Obtaining Warranty Service

E-mail or call Niveus Support to receive a Return Merchandise Authorization (RMA) number. Provide the Support agent with the invoice or order number, item description, and serial number of the product to be returned for service. You must obtain a RMA in order to return the product for service. The product must ship to Niveus within five days of the date that Niveus issues the RMA. You must prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. Note: Returns will not be accepted without original packaging. If you do not have the original packaging, you must request that new packaging be sent to you prior to return to Niveus. Charges will be applied depending on the product. Proof of Purchase in the form of a bill of sale or receipted invoice which is evidence that the unit is within the Warranty period may be required by Niveus to obtain warranty service.

Shipping Costs

For service covered by warranty, customer assumes all costs in shipping to Niveus, and Niveus assumes the cost in shipping back to the customer. All replacement/repared products are shipped Fedex Ground unless a rush is requested. The cost of a shipping upgrade is to be paid by the customer prior to shipment. Note: Niveus will not be responsible for return shipping costs to International locations.