



## **TRU-Vu Monitors, Inc. Product Warranty/Returns Policy**

TRU-Vu Monitors, Inc. (TRU-Vu) warrants that products manufactured and supplied by TRU-Vu, shall be free from defects in materials and workmanship for a period of three consecutive years from the date of shipment (1 year for “VL” Series products, 2 years for SX and SXOB Series products).

### **Warranty Obligations**

During the warranty period, TRU-Vu agrees to repair or replace, at its sole discretion, without charge to the purchaser, any defective part of the product. All defective products must be returned to TRU-Vu within thirty (30) days of failure. Repaired products shall carry the same amount of outstanding warranty as from the original purchase, or ninety (90) days, whichever is greater.

### **Service and Support**

If you experience a problem with a product purchased from TRU-Vu, please contact our Technical Support at 847-259-2344 during normal business M-F, hours 8:00am – 5:00pm CST. The technician may go through a checklist to trouble-shoot and isolate the problem.

### **Returns**

If a warranty repair is required, the purchaser must contact TRU-Vu at 847-259-2344 to obtain a Return Merchandise Authorization (RMA) number, or complete the on-line form [HERE](#). Merchandise returned without an RMA number may be refused. An RMA is valid for up to 30 days from the date of issue. The following is needed when returning merchandise:

#### **Return Merchandise Authorization (RMA)**

1. All returned defective products should include the Model and Serial Number, and should be accompanied by the RMA form plus one or all of the following: a copy of TRU-Vu Invoice, Date of Shipment or Purchase Order number
2. Description of the failure or problem
3. Items must be packaged in a suitable container, as TRU-Vu will not be responsible for freight damage. Freight damage claims are to be made with the freight carrier directly. **DO NOT use the monitor carton as a shipping box.** Place the monitor inside its original carton, then ship the carton inside a durable shipping box. The product must include all manuals, software, and accessories inside the original packaging. The RMA number must be written visibly on the outside of the shipping box.
4. All repairs/returns must be shipped prepaid. International customers are responsible for shipping both ways.
5. RMA items will be repaired or replaced at TRU-Vu Monitors, Inc. discretion. TRU-Vu may use reconditioned or like-new parts or units when repairing products.
6. In the event that a unit is DOA (Dead on Arrival) TRU-Vu will ship a replacement unit immediately after the lead technician has determined that the product is defective.

### **Limitation of Liability**

TRU-Vu does not assume any risk and shall not be subject to liability for damages or loss resulting from the specific use or application made of the products. TRU-Vu liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability relating to the product shall not exceed the purchase price paid by the customer to TRU-Vu for such products. TRU-Vu shall not be responsible for, nor does this Limited Warranty extend to, any consequential or incidental damages or expenses of any kind or nature, regardless of the cause thereof or any knowledge which TRU-Vu may have regarding the probability of the occurrence of such damages or expenses including, without limitation, cost of removal and installation of product, injury to persons, property damage, loss of use of the product, lost goodwill, lost profits and claims of third parties, work stoppage, impairment of other goods, breach of contract, negligence or such other actions as may be deemed or alleged to be the cause of a loss or damage to customers or any other persons.

### **Unauthorized Service or Modification**

Defects or damages resulting from service, testing, adjustment, relocating, re-installation, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than TRU-Vu, or its authorized service installers, are excluded from coverage.

### **Automatic Termination of Warranty Obligations**

*Product defects and failure resulting from:*

Misuse, abuse, accidents, modifications, negligence, acts of God, man-made accidents, tampering, unauthorized repairs and or other causes beyond the control of *TRU-Vu* are not covered by this warranty.

(a) improper use or installation or operation (including mechanical and electrical), vandalism, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, earthquakes, wind, extreme humidity or sand, dirt or the like, extreme heat, or food; (c) subjecting the product to abnormal usage or conditions; (d) improper return shipping, insufficient packaging, damaged contents, or lost packages; (e) removal of serial numbers or quality seals; (f) other acts which are not the fault of *TRU-Vu*, are excluded from warranty coverage which include damage due to power issues like power surges, spikes, inverted polarity or wrong voltage, daisy chaining, cutting or splicing any cables, etc. It is the customer's responsibility to have proper working electrical power; (g) failure to provide normal maintenance for the product or any component thereof; or (h) dropped equipment or intentional damage, use of an indoor camera outdoors, any misuse or tampering, and all other customer induced damage not mentioned above will automatically void warranty.

### Normal Wear & Tear

Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage. (Warranty on LCD screens does not cover panel damage caused by images displayed for long periods of time also referred to as burn-in.)

### Product Returns

All product returns must be suitable for resale, in original packaging, not damaged, scratched or marked in any way. *TRU-Vu* additionally reserves the right to impose a repackaging charge when products are returned with damaged or missing packaging and cannot be directly resold. All items to be returned must be sent back to us via pre-paid freight, with the RETURN MATERIAL AUTHORIZATION (RMA) number clearly marked on the outside shipping carton and noted on the packing slip. No freight collect shipments will be accepted. Do **NOT** ship monitor cartons without an overpack box.

If a customer orders the wrong product by mistake, it may be returned with a reduced restocking charge of 10% if ALL of the following conditions are met: the incorrectly ordered products are returned within 30 days of shipment, the customer must pay freight to return the product, the product must be received in the original packaging and in like-new condition, the customer must immediately place a replacement order of equal or greater value than that of the order being returned. If and only if all of these conditions are met, at the discretion of *TRU-Vu*, may a customer receive the reduced 10% restocking charge. It is the purchaser's responsibility to provide adequate packaging to protect the product being returned. *TRU-Vu* reserves the right to accept or reject the returned product subject to an inspection upon receipt. Products that are returned severely damaged may be rejected and therefore will not qualify for any type of return credit. The following defines the standard minimum restocking charge that will be applied for goods accepted for return by *TRU-Vu*. It does not include any additional charges that may apply for damaged products or those needing rework.

Days Since Shipping	Restocking Charge
0-30	25%
31-60	30%
61+	RETURNS NOT ACCEPTED

### Special Orders

We are ready to work with you to tailor our products for your special monitor needs. Custom monitors CANNOT BE RETURNED. Purchase orders CANNOT BE CANCELED once they are acknowledged by *TRU-Vu* Monitors. Please contact customer service for more information.

### Disclaimers from Warranty

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE FACE OF THIS LIMITED WARRANTY AS TO THE FITNESS OF THE PRODUCTS HEREIN FOR ANY PARTICULAR PURPOSE. *TRU-Vu* HEREBY DISCLAIMS ANY WARRANTY, WHETHER EXPRESSED OR IMPLIED THAT CONFLICT WITH THE WRITTEN WARRANTY INCLUDED HEREIN. *TRU-Vu* HEREBY DISCLAIMS ANY VERBAL WARRANTY ASSURANCES MADE BY A *TRU-Vu* EMPLOYEE OR AUTHORIZED RESELLER THAT CONFLICT OR ENHANCES THE WRITTEN WARRANTY INCLUDED HEREIN.



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