



Limited Warranty Policy

AYON CyberSecurity Inc. (hereinafter VDC) warrants its product to be free from defects in material and workmanship under normal use, subject to the limitations provided below.

Warranty

The VDC Standard Manufacturer's Warranty is applicable to all products for one (1) year from date of shipment unless otherwise noted.

Non-Warranty

All non-Warranty repairs and replacement parts are warranted for 90 days.

Acceptance of Products and Product Returns:

Inspection and acceptance of the Products are Buyer's responsibility. Buyer shall be deemed to have accepted the Products unless written notice of rejection based on product shortages, damage, or defect is received by Seller within ten (10) days after receipt by Buyer (the "Rejection Period"). To reject a Product, Buyer shall, within the Rejection Period, request an RMA number via VDC's web portal (www.videodisplay.com), which Seller in its sole discretion may provide to Buyer. All RMAs are conditional and are not final until the Product is received and inspected by Seller. The issuance of an RMA number shall not be construed as an acknowledgement that a valid rejection claim has been asserted. Within ten (10) days of issuance of RMA number, Buyer shall ship to Seller: (i) the rejected Product, freight prepaid, in its original shipping carton complete with all packing materials; (ii) a copy of the purchase order under which the rejected Product was originally ordered; (iii) a notation of the RMA number; and (iv) a detailed explanation of the reason for rejection. Seller reserves the right to refuse to accept any rejected Products that are not accompanied by the foregoing requested items. As soon as is commercially reasonable after receipt by Seller of properly rejected Products, Seller shall, at its option and expense, either repair or replace the Products, or refund the Buyer's purchase price for the Products at issue.

Return of Products Under Warranty:

For allegedly defective Products during the warranty period, Buyer shall immediately request via VDC's Web portal (www.videodisplay.com), a RMA number, which Seller shall provide to Buyer. All RMAs are conditional and are not final until the Product is received and inspected by Seller. The issuance of a RMA number shall not be construed as an acknowledgement that a valid warranty claim has been asserted. Within ten (10) days of issuance of a RMA number, Buyer shall ship the allegedly defective Products, freight prepaid, to Seller and shall include a notation of the RMA number with the shipment and detailed information concerning the reasons for Buyer's return. Any Products sent to Seller without an authorized RMA number shall be returned to Buyer, freight collect. All returned Products shall be subject to inspection and testing by Seller. No credit shall be given to Buyer for returned Products that are not defective or for returned Products that, in Seller's reasonable judgment, have been improperly handled or used and thus are excluded from the warranty. Any Product returned to Buyer and found upon inspection by Seller to be defective in manufacture will, at Seller's option, be replaced or repaired at no charge, or credit will be issued at the price paid for the unit.

Product Return/Shipping:

Prior to returning this product or any sub-assembly to VDC,

- A RMA Request form must be completely filled-out and submitted to VDC via VDC's web portal (www.videodisplay.com).
- A Return Material Authorization Number (RMA#) must be obtained from the VDC Technical Service Department.
- The product must be shipped in the manufacturer's original shipping carton or other VDC approved packaging.
- All freight and shipping charges to VDC must be prepaid by the customer. The return shipping of the product under warranty will be the responsibility of VDC.
- Damage resulting from abuse in shipment of this product is not covered by this Limited Warranty.
- VDC approved shipping cartons are available from VDC for a nominal charge.

Original Purchaser:

This Limited Warranty is limited to the original purchaser (customer) of this product from either VDC or VDC authorized service depot or reseller.

Reseller Obligation:

- The reseller is expected to evaluate the product upon receipt, to insure that it is in proper working condition. Additionally, the reseller is responsible for making any minor set-up at no cost to VDC or the customer.

Environmental Damage:

This Limited Warranty does not cover damage or repairs that are necessary due to floods, winds, fires, lightning, accidents, corrosive atmosphere, and excessive exposure to water (moisture), heat, or any other conditions beyond the specifications of the product and control of VDC

Serial Number Defacement:

This Limited Warranty is void for the product if the serial number has been changed, removed or defaced.

Seller's Limited Warranty

This Limited Seller warrants to Buyer those Products manufactured or assembled by Seller against defects caused solely by faulty manufacture or assembly for one year after delivery. Seller warrants to Buyer those Products customized or for which value-added services have been applied against defects caused solely by faulty customization or application of value-added services for 90 days after delivery. All other Products are covered by, and subject to, the terms, conditions, and limitations of the manufacturer's standard warranty, which warranty is expressly in lieu of any other warranty, express or implied, of or by Seller or the manufacturer. Buyer's exclusive remedy, if any, under these warranties is limited, at Seller's election, to any one of: (i) refund of Buyer's purchase price; (ii) repair by Seller or the manufacturer of any Product found to be defective; or (iii) replacement of any such Product. Buyer acknowledges that except as specifically set forth in this paragraph, there are no representations or warranties of any kind (including, without limitation, in advertising material, brochures, or other descriptive literature) by seller or other person expressed or implied, as to the condition or performance of any products, their merchantability, or fitness for a particular purpose, or conformity to any specification, regulation, or drawing, or validity of any patent or copyright attributed to the product, or otherwise, and same is expressly disclaimed, seller assumes no responsibility or liability whatsoever for original equipment manufacturers product specifications or the performance or adequacy of any design or specifications provided by or on behalf of the buyer.

System Maintenance:

Normal maintenance as outlined in the installation and servicing instructions of this Operator's Manual will be the responsibility of the purchaser.

VDC MAKES NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, IN CONNECTION WITH THIS PRODUCT EXCEPT AS HEREINABOVE PROVIDED. IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE ARE SPECIFICALLY EXCLUDED. SHOULD THIS PRODUCT PROVE TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP, THE PURCHASER'S SOLE REMEDY SHALL BE SUCH REPAIR OR REPLACEMENT AS HEREINABOVE EXPRESSLY PROVIDED AND UNDER NO CIRCUMSTANCES SHALL VDC BE LIABLE FOR ANY LOSS, OR DAMAGE, DIRECT, INCIDENTAL OR CONSEQUENTIAL, INCLUDING LOSS, OR LOSS OF PROFITS OR BUSINESS OPPORTUNITIES, RESULTING FROM RESELLER INSTALLATION OR SERVICES.

Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or country. NO other person is authorized to assume for VDC any additional obligations beyond those provided herein.



Video Display Corporation
5155 King Street, Cocoa FL 32326
Ph: 321.784.4427 / Fax: 321.784.6617 / www.videodisplay.com