



WARRANTY POLICY

Version 21V1.1

1.0 Covered Products

Full line of INFOBIT AV product(s).

1.1 Limited Warranty

INFOBIT warrants the purchased product(s) to be free of all defects in material, performance and workmanship within the warranty period from the date of delivery. This warranty extends to the original buyer (and each successive buyer within the warranty period). Within the period of this warranty, INFOBIT will repair or replace, free of charge, any part proven defective in material, performance or workmanship. All warranty repairs and service must be performed by an authorized INFOBIT technician, or at an authorized INFOBIT service facility. All expenses related to replacing or repairing a defective part under this warranty shall be assumed by INFOBIT except for the following expenses, which shall be assumed by the buyer.

Product Line:	Models:	Warranty:
Wireless Presentation Systems	iShare, iShare E, iShare +	3 years +2 years extension on 10% cost/year
Matrix Switchers Video Wall Controller	iMatrix, iWall	3 Years
Central Control	iControl K10 series	2 years
Camera, Microphone, Speakerphone	iCam VB series, iCam series, iSpeaker	2 Years
HDBaseT Extenders/ Wall plates	E70S, E70C, E70C-T, E70C-R, E150Cl, E150CG, WP70-T, WP210-T, WP200-Kit, WP301-Kit	1 Year
Presentation BYOD Presentation control	iMeeting H31, iMeeting H61, iMeeting PT21	1 year
Active Optical Cables	AOC	1 year
Cooper Cables and adapters	iCable, iBox	1 Year

1.2 Warranty Exclusions

This warranty does not apply to any costs, repairs, or services for the following: Service calls to correct the installation of the Covered Product, or to explain the usage of the product to the buyer. Repairs necessitated by use other than normal use. Damage resulting from misuse, abuse,



accidents, fire, flood, unauthorized alterations, or improper installation or use with products not approved by INFOBIT.

The warranty period and type may vary by Product model . Please contact sales for detailed warranty information.

Corrective work necessitated by repairs made by anyone other than a INFOBIT authorized service technician.

No warranties, whether express or implied, other than those expressly described above shall apply. Manufacturer disclaims all warranties after the express warranty period stated above. No other warranty or guarantee given by any person, firm or entity with respect to the product shall be binding on INFOBIT. Consumer's recovery against INFOBIT shall not exceed the purchase price sold by INFOBIT.

1.3 How to obtain warranty service

Upon discovery of any defect, malfunction, or nonconformity in the Covered Product, the buyer must follow "INFOBIT Return Policy" and "INFOBIT RMA Policy" to obtain warranty service and repairs:

To obtain warranty service, the buyer shall follow the outlined RMA policy (INFOBIT RMA Policy) to request an RMA number by submitting the INFOBIT RMA Request Form (Please contact info@infobitav.com to request.) prior to shipping back the defective product.

The buyer must carefully pack the Covered Product properly or repackage with the original packing materials and deliver it, freight prepaid, together with a copy of the original purchase receipt and a description of the problem to INFOBIT.

If the buyer sends the product, we recommend that the buyer insure it and send it return receipt requested. We accept no liability for products lost or misplaced in transit.

For more details of INFOBIT Warranty Policy and RMA Policy, please contact INFOBIT via info@infobitav.com.

RETURNS POLICY & PROCEDURE

When returning products to INFOBIT for any reasons, you must first to contact INFOBIT to obtain an RMA (Return Merchandise Authorization) number from the Sales department via email: info@infobitav.com.

The following information is required in order to complete the RMA request:



Contact name, Company name, Address, Phone number, Product name, Product serial number, A brief description of the problem that is occurring with the product(s) to be returned.

After obtaining an RMA number from INFOBIT, you must send the product – freight prepaid (except term 1 below) – to INFOBIT AV PTE. LTD. The RMA number must be prominently displayed on the outside of your package.

Please use a shipping company that can demonstrate proof of delivery. INFOBIT does not accept responsibility for any lost shipments unless proof of delivery to INFOBIT is provided.

RMA POLICY

1. If product is found to be faulty when arrives at customer site, INFOBIT will replaced with a new product at INFOBIT cost (Include freight cost for return and ship back).
2. If the defective product is within warranty, the product will be repaired or replaced as necessary by a new or previously repaired product and returned to customer at INFOBIT cost (repair cost and freight cost for shipping back).
3. If the defective product is out of warranty, the product will be repaired or replaced as necessary. Customer will be informed the cost for the repair. INFOBIT will not charge until the repair has been completed and is about to return to the customer, however customers need to provide a PO or deposit before repair process starts.
4. If the defective product is within warranty but is found to be damaged by customer mis-use. The product will be repaired or replaced as necessary. Customer will be informed the cost for the repair. INFOBIT will not charge until the repair has been completed and is about to return to the customer, however customers need to provide a PO or deposit before repair process starts.
5. In the event that product returned to INFOBIT is out of warranty and has been discontinued, INFOBIT will, at its discretion, either repair or replace with recertified product under the agreement with customers. Customer will be informed the cost for the repair. INFOBIT will not charge until the repair has been completed and is about to return to the customer, however customers need to provide a PO or deposit before repair process starts.
6. In the event that product returned to INFOBIT is out of warranty and has been discontinued, if the product can not be repaired nor replaced due to the fact that components are obsolete and INFOBIT has no recertified product to replace it, the product will either be returned to you, or disposed of at your request, with no charge.