



VDT (UK) LTD

Partners with Video Domain Technologies

Returns and Warranty Policies

Two (2) Year Product Warranty Policy

Your Video Domain product is warranted against all defects in material and workmanship for two (2) year from the date of purchase unless specifically noted below. Should your product prove defective within two (2) year, return it to Video Domain for repair or replacement. Video Domain has the sole responsibility for granting a replacement product. The below RMA Return Policy must be followed in order to request repair or replacement of a defective product. There are certain products that are not eligible for the two (2) year warranty. Those products are listed below. All others are two (2) year.

NOTE: Product warranties does not cover any damage due to storm or electrical surges.

Thirty (30) Day Warranty Products

1. All power adapters and transformers
2. All power supply boxes
3. All accessories such as brackets, connectors, and cables

RMA Return Policy

1. Video Domain offers a 100% Money back guarantee (minus any shipping and handling) for any reason within 30 days from the day your product(s) are received. All products must be in new condition. All product boxes must be in new condition. All product accessories must be included and in new condition to be eligible for return.
2. After thirty (30) days, Video Domain does not offer refunds. All products will be warranted for a period of two (2) year unless otherwise noted above (see 30 day warranty products) and will be replaced or repaired if found to have any defects.
3. Any returned products (including the product boxes) must be in like new condition to warrant any Money back guarantee.
4. **No return of merchandise will be accepted without a prior approval by Video Domain and the issuance of an RMA number.** Packages arriving will be refused unless an RMA number has been issued and is shown on the outside of each shipping package. Customers should write the RMA # on the shipping label of all return boxes.
5. **DO NOT WRITE ANYTHING ON PRODUCT BOXES.** Only the outside shipping boxes should be labeled. **DO NOT** use product boxes as shipping boxes. Video Domain always ships products inside of shipping boxes (and not the product boxes themselves). Video Domain must charge a 20% restocking fee for any product boxes that are written on or returned in non-reusable condition.
6. Return packages should be shipped using a track-able shipping method with insurance coverage for the value of the returned merchandise.
7. Video Domain will inspect any returned products in order to validate whether a product is eligible for a credit, replacement or repair. A decision will be made within 10 business days of our shipping department receiving any returned product. In cases where a product has been returned and has missing or damaged parts (for example: missing product manuals,



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- cut wires) the RMA will be declined. Repairs may take up to 12 weeks to carry out as these will be carried out at our HQ in Israel
8. Credits and refunds will be issued within 5 days after a decision has been made to validate whether a product is eligible for a credit or full refund.
 9. RMAs are valid for 10 days after they are issued by Video Domain. Products must be received at our warehouse within 10 days.
 10. Opened software is not returnable.