

Warranty

Vizualogic Customer Service
Email: warranty@tmiproducts.com
Phone: 951-272-1996
M-F 8am-5pm Pacific Time

MOBILE ELECTRONICS LIMITED WARRANTY

When purchased from an Authorized VIZUALOGIC Dealer, VIZUALOGIC warrants this product to be free from defects in material and workmanship under normal use for a period of ONE (1) YEAR from the date of original purchase. In all cases you must have the original receipt. Should service be necessary under this warranty for any reason due to manufacturing defect or malfunction during the warranty period, VIZUALOGIC will repair or replace (at its discretion) the defective merchandise with equivalent merchandise. Warranty replacements may have cosmetic scratches and blemishes. Discontinued products may be replaced with more current equivalent products. This warranty is valid only for the original purchaser and is not extended to owners of the product subsequent to the original purchaser. Any applicable implied warranties are limited in duration to a period of the express warranty as provided herein beginning with the date of the original purchase at retail, and no warranties, whether express or implied, shall apply to this product thereafter. Some states do not allow limitations on implied warranties; therefore, these exclusions may not apply to you. This warranty gives you specific legal rights; however you may have other rights that vary from state to state.

WHAT TO DO IF YOU NEED WARRANTY OR SERVICE

Defective merchandise should be returned to your local Authorized (VIZUALOGIC) Dealer for warranty. Assistance in locating an Authorized Dealer can be found at www.VIZUALOGIC.com or by contacting VIZUALOGIC directly. You can confirm that a dealer is authorized by asking to see a current authorized dealer window decal.

If it becomes necessary for you to return defective merchandise directly to VIZUALOGIC, call the VIZUALOGIC Customer Service Department at (951) 272-1996 for a Return Authorization (RMA) number. Package all defective items in the original container or in a package that will prevent shipping damage, and return to

1493 Bentley Drive #102 Corona, CA 92879

The RMA number must be clearly marked on the outside of the package. Please return only defective components. The return of functioning items increases your return freight charges. Non-defective items received will be returned freight collect.

Include a copy of the original receipt with the purchase date clearly visible, and a “proof-of-purchase” statement listing the Customer’s name, Dealer’s name and invoice number, and product purchased. Warranty expiration on items without proof-of-purchase will be determined

from type of sale and the manufacturing date code. Freight must be prepaid; items sent freight collect, or COD, will be refused.

Failure to follow these steps may void your warranty. Any questions can be directed to the VIZUALOGIC Customer Service Department at (951) 272-1996.

WHAT IS NOT COVERED?

This warranty is valid only if the product is purchased from an Authorized VIZUALOGIC Dealer and used for the purpose for which it was designed. It does not cover:

- Damage due to improper installation and/or subsequent damage to other components.
- Damage caused by exposure to moisture, excessive heat, chemical cleaners, and/or UV radiation.
- Damage through negligence, misuse, accident or abuse.
- Repeated returns for the same damage may be considered abuse.
- Any cost or expense related to the removal or reinstallation of product.
- Items previously repaired or modified by any unauthorized repair facility.
- Return shipping on non-defective items.
- Products with tampered or missing barcode labels.
- Products returned without a Return Merchandise Authorization (RMA) number.
- Freight Damage.
- The cost of shipping product to VIZUALOGIC.
- Service performed by anyone other than VIZUALOGIC.