



Manufacturer's Product Warranty

1. Introduction

This Manufacturer's Product Warranty ("Warranty") is provided by Avcom of Virginia, a company incorporated under the laws of the State of Virginia(USA), with its principal place of business at 7729 Pocoshock Way, North Chesterfield, VA 23235 USA. This Warranty governs the terms and conditions under which the Manufacturer provides warranty coverage for its products. The terms of this warranty are subject to the following conditions and are subject to change without prior written notice at AVCOMS' sole discretion.

2. Warranty Coverage

The Manufacturer warrants that its products, when purchased from an authorized dealer or distributor, will be free from defects in materials and workmanship under normal use and service for a period of two (2) years from the date of original purchase.

- Warranty applies only to the original purchaser and is non-transferable.
- Extended warranty periods are applicable as per specific sale/purchase documentation.
- Warranty does not cover damage resulting from misuse, abuse, accident, unauthorized modification, or improper installation.
- Specific components such as batteries, or displays are excluded from this warranty unless otherwise specified.

3. What Is Covered

During the warranty period, the Manufacturer will, at its option, repair or replace any product or part that is found to be defective in materials or workmanship. The remedy provided shall be limited to the repair or replacement of the defective product or part.

4. Exclusions and Limitations



The following are not covered under this Warranty:

- Damage caused by improper installation, operation, or maintenance.
- Products used for commercial or industrial purposes beyond the intended scope.
- Products that have been altered, repaired, or serviced by unauthorized personnel.
- Normal wear and tear, including scratches, fading, or discoloration.
- Products purchased from unauthorized dealers or resellers.

5. Warranty Claims Procedure

To initiate a warranty claim, the customer must:

1. Provide a copy of the original sales receipt or proof of purchase.
2. Contact the Manufacturer's Customer Service Department at www.avcomofva.com to report the issue.
3. Return the defective product to the designated service center or authorized repair facility, with all accessories (except external power supplies) and documentation.
4. Ensure the product is properly packaged to prevent damage during transit.

Shipping costs for warranty repairs or replacements are the responsibility of the customer unless otherwise stated in writing by the Manufacturer.

6. Limitation of Liability

Except as required by applicable law, the Manufacturer's liability under this Warranty shall be limited to the repair or replacement of the defective product. In no event shall the Manufacturer be liable for any indirect, incidental, consequential, or punitive damages, including but not limited to loss of profits, data, or business interruption. Broken seals void the warranty.

7. Governing Law and Dispute Resolution



This Warranty shall be governed by and construed in accordance with the laws of the State of Virginia(USA) without regard to its conflict of law principles. Any dispute arising under or related to this Warranty shall be resolved through binding arbitration in Virginia(USA), in accordance with the rules of the American Arbitration Association.

8. Contact Information

For warranty claims or inquiries, please contact:

Customer Service: +1 804-794-2500

Email: rma@avcomofva.com

Address: 7729 Pocoshock Way, North Chesterfield, VA 23235 USA

OR **REGIONAL AUTHORIZED REPRESENTATIVE'S OF AVCOM**

9. Acknowledgement

By purchasing this product, the customer acknowledges that they have read, understood, and agreed to the terms and conditions of this Manufacturer's Product Warranty.

© 2025 Avcom of Virginia. All rights reserved.

This document is confidential and intended solely for the use of the purchaser and authorized representatives.