

Warranty

Ausdom values your business and always attempts to provide you the very best of service.

Ausdom provides no limited hardware warranty unless your Ausdom product ("product") was purchased from an authorized distributor or authorized reseller. Unauthorized reselling of Ausdom products is strictly prohibited. No warranty service is provided unless the product is returned to an authorized return center in the region where the product was first shipped by Ausdom or to the point-of-purchase, which may have regional specific warranty implications.

If you purchase your Ausdom product from online store, please contact the point-of-purchase and ask for return/replacement/repair help.

+Who is covered ?

This warranty is extended only to the original end-use purchaser or the person receiving the product as a gift, and shall not be extended to any other person or transferee.

+What is covered?

Unless a different warranty period is stated in the User's Manual provided with your Ausdom product, Ausdom provides 12-month limited warranty for naked product and 6-month limited warranty for accessories from the date of retail purchase by the original end-use purchaser. Ausdom products are warranted to be free from manufacturing defects in materials and workmanship starting from the shipping date of Ausdom.

+What is not covered?

Ausdom products carry out limited warranty that does not cover: --Software, including the software added to the products through our factory-integration system, software that included in the CD, etc. --Usage that is not in accordance with product instructions. --Failure to follow the product instructions. --Abuse firmware upgrade without the authorized technician's guidance. --Normal wear and tear. --Defects resulting from improper or unreasonable use or maintenance; accident; excess moisture; insects; lightning; power surges; connections to improper voltage supply; unauthorized alteration or modification of original condition; damages caused by inadequate packing or shipping procedures; loss of, damage to or corruption of stored data; damages caused by use with non Ausdom products; product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications. -- Products purchased from unauthorized distributors or resellers.

+What we will do?

During the warranty period, we will, at our sole option, repair or replace (using new or refurbished replacement parts) any defective parts within a reasonable period of time and free of charge.

+What we will not do?

Pay shipping, insurance or transportation charges from you to us, or any import fees, duties and taxes.

+What you must do for Returns&Replacements?

You may return your undamaged product and packaging within 30 days of purchase to receive a FULL REFUND or for Replacement Service for any reason. If the reason for return isn't quality-related, the customer shall pay the return

shipping costs. Please contact the point-of-purchase directly for specific guidance on their Returns&Replacements/warranty process. --Return Procedures : Please read warranty/return policy of your reseller first before sending items back to point-of-purchase. For example, if you bought your Ausdom products from Amazon.com, you should read their Returns&Replacements (https://www.amazon.com/gp/orc/returns/homepage.html/ref=orc_surl_ret_hp?fg=1 policy and contact Amazon.com first. Customer must first contact point-of-purchase to obtain a Return Merchandise Authorization (RMA) number before returning the product. If the product you received is suspected to be defective and the product warranty has not expired, the RMA number will allow AUSDOM authorized reseller to track your return much easier and help them expedite processing your request. After receiving your RMA case number, pack the item(s) very well with the original box and all the original accessories included. Write your RMA number and the return reason (the problem of the product) on the warranty card along with the complete package to send them back. --Replacement Services : If customers ask for replacement service, please contact point-of-purchase and follow their policy. Our technicians will inspect all items returned for replacement requests. If the returned product is found in working order, we will return the same item received. However customers shall be responsible for all shipping & handling charges incurred for getting the units back to customers. If returned products are found defective, we will replace the product and assume the shipping cost for sending back the replacement unit to customers. If for any reason, we are unable to provide a replacement of the original returned item(s). You will have a choice for a "Substitute" item at the same equal value. Our technicians will test the product before send out the replacement, any other demand for more than two times replacement for the same product during replacement limit will be rejected. Replaced products are warranted from the balance of the former warranty period.

+What you must do to obtain Ausdom Limited Warranty Service:

Return product, with proof of purchase from an authorized Ausdom distributor or reseller, using the following procedures: 1. Please contact point-of-purchase and follow their policy for specific return and shipping instructions; or contact support@ausdom.com for help. 2. Label and ship the product, freight prepaid, to the address provided by the point-of-purchase or our Customer Service Team. 3. Place any necessary RMA number on the warranty card instructed by the point-of-purchase or our Customer Service Team. Products not bearing a RMA number, where required, will be refused.

+What is Repair Service Out Of Warranty?

Ausdom provides extra repair service for product that out of warranty, it is chargeable. The total fee contains device cost and service fee. Device cost (including accessories) is the standard uniform price provide by Ausdom. Different region may have different service fee, please contact the point-of-purchase to confirm that before you ask for this service. Our technicians will quote the total price after detect the product, If customers refused to repair after the quotation, customers need pay for the test fee, \$3.5/hour. If agree with the quotation, test will be free. Repaired product out of warranty will obtains 3-month warranty from the date of the product back to customers.

+What is Warranty Forfeiture?

This warranty is void if purchase from unauthorized distributor or reseller. This warranty is void if the label bearing the serial number has been removed or defaced. This warranty is void if trade-mark, serial tags, product stickers have been removed, altered or tampered with. This warranty is void for mishandling, improper use, or defacing the product. Abuse firmware upgrade without the authorized technician's guidance. This warranty is void for physical damage, altered, either internally or externally, improper or inadequate packaging when returned for RMA purposes.

This warranty is void if damage has resulted from accident, dismantle, abuse, or service or modification by someone other than the appointed vendor, source, or the spare part has been over the period of warranty. This warranty is void if product is damaged due to improper working environment or operation. (For example, improper temperature, humidity, unusual physical or electrical stress or interference, failure or fluctuation of electrical power, static electricity, using wrong power adapter, etc.) This warranty is void if damaged by the use of parts not manufactured or sold by Ausdom. Damage caused by improper installation of third-party products. This warranty is void if damaged for irresistible cause, such as earthquake, fire, lightning, flood, etc. Product beyond limited warranty.

+What is Limitation of Liability?

Ausdom is not responsible for other extra warranty or commitment promised by distributors, resellers or dealers, if your reseller promised some extra commitment or warranty; please ask for written documents to protect your rights and interests.

THE PROVISIONS OF THIS LIMITED WARRANTY ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESSED OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AUSDOM'S MAXIMUM LIABILITY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.

Ausdom does not offer refunds under any circumstances. Please contact the point-of-purchase and follow their refund/return policy.

Ausdom shall not be liable under any circumstances for any consequential, incidental, special or exemplary damages arising out of or in any connection with this agreement or the products, including but not limited to lost profits, or any claim based on indemnity or contribution, or the failure of any limited or exclusive remedy to achieve its essential purpose or otherwise. Purchaser's exclusive remedy, as against Ausdom, shall be the repair or replacement of defective parts. If Ausdom lists a product on its website specification in error or that is no longer available for any reason, Ausdom reserves the right to explain it without incurring any liability.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.