

NOTE NEW MAILING ADDRESS EFFECTIVE JULY 10, 2019



Warranty and Return Information

Apollo Video Technology (hereinafter Apollo) product has been manufactured in accordance with high quality standards and when it is used in the manner intended, it has a limited warranty against defects in material or workmanship for a period of two (2) years.

This warranty commences on the date equipment is received, unless Apollo Video is responsible for the installation of the equipment; in which case this warranty commences on the date of installation acceptance. During the warranty period, at its discretion, Apollo will repair or replace without charge, any merchandise proven to be defective in material or workmanship. Repair of a defective product is contingent upon availability of replacement parts. Should Apollo be unable to obtain replacement parts, Apollo will, at its option replace the equipment with a comparable product.

Product Returns: If you are not fully satisfied with any Apollo product it may be returned in its original condition within 60 days of receipt for refund or replacement. Products will only be accepted for return with an Apollo supplied SRO (Service Repair Order) number, and if returned within 60 days of delivery or acceptance. Items must be returned in original packaging with all provided documentation included. Apollo will issue a refund or replacement as requested, however refund returns are subject to a restocking fee. Refunds shall not be provided for damaged, non-repairable products. All shipping, delivery and installation charges will be excluded from the refund.

Instructions for obtaining repair or return service:

1. All goods must be returned with a valid SRO number.
To request authorization by phone, contact Apollo Video Technology's toll-free technical support at: 888-AVT-USA1 (888.288.8721) and select option 2. You may also request an SRO from our website: <http://www.apollovideotechnology.com/support/service-request/> or send a request by email: support@apollovideo.com
Be prepared to provide the following information:
 - Your name, company or agency name, telephone number, email and physical shipping address
 - Part or model number of the product
 - Serial number and quantity of each product
 - Description of the defect or repair requested
2. Package your return carefully, using the original boxes and packaging material if possible. Apollo Video is not responsible for items damaged in transit.
3. Label the outside of the box with the SRO number obtained.
4. Ship the package freight pre-paid to:

Apollo Video Technology
Attn: SRO # _____
900 Klein Road
Plano, TX 75074

If your repair is urgent, use expedited freight. Expedited packages will be returned using the same urgency (and freight delivery days) in which it was received.

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Failure to comply with this procedure may result in a processing delay. Apollo reserves the right to refuse any package that has not been previously approved with an SRO number for return

Products that are found to be in-warranty will be repaired or replaced, tested, and returned (freight paid by Apollo Video). For out of warranty products, the repair department will contact you with an estimated cost of the repair. If a repair is approved, a purchase order or credit card payment for parts, labor and return freight is required. The product will then be repaired or replaced, tested and returned. If payment for repaired product is not made in full within 90 days and no alternate payment terms have been agreed upon, the product will be considered abandoned property and may be sold or otherwise disposed or recycled in any manner deemed suitable by Apollo.

NOTE: Even items that are under warranty may incur repair and/or replacement costs due to damage or misuse (Refer to following: LIMITATION OF WARRANTY). A charge may also be incurred if a product is returned and found to be free of defects.

LIMITATION OF WARRANTY

This warranty covers normal use and does not cover damage which occurs in shipment or failure which results from alteration, accident, misuse, neglect, voltage fluctuations, lightning, water damage, (or other acts of nature), faulty installation or adjustment of controls, interfacing with non-standard or custom equipment, or improper maintenance. This warranty also does not cover normal wear and tear of equipment, including, but not limited to broken connectors, broken or scratched housings or cases, frayed wires, etc. Equipment or devices that Apollo product is connected or mounted to is not covered under warranty and Apollo is not responsible for malfunctions that might occur with the installation of such equipment. NOTE: Apollo is not responsible for the removal or installation of equipment or components regardless of cause. Except as herein expressly set forth and to the maximum extent permitted by applicable law, Apollo or any of its employees shall not, under any circumstances, be responsible for any direct, indirect, incidental or consequential damages, including, but not limited to, damage to the equipment or injury caused by contact with the equipment. Caution should be taken with any device installed in a moving vehicle that could cause damage or personal injury in the event of a collision or violent maneuvers. Apollo Video makes no other warranties, express or implied including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, title, and non-infringement. Removal or alteration of the serial number will void this warranty.

ALL RETURNS MAY BE SUBJECT TO A 20% RE-STOCKING FEE

FCC Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense. Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Apollo is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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