

Videx Limited Warranty on Hardware

By purchasing or using Videx-branded data collection products and other hardware, you are agreeing to be bound by the terms of this Videx Limited Warranty on Hardware. If you do not agree to all terms of this Warranty, do not use the Videx product and return it to Videx or the certified Videx reseller from whom you purchased it.

WARRANTY PERIOD AND EXCLUSIVE REMEDY

Videx, Inc. warrants its new hardware products against defects in material and workmanship for a period of **one (1) year** from the date of the original purchase. Additionally, Videx warrants its remanufactured products and non-warranty repairs against defects in material and workmanship for a period of **ninety (90) days** from the date the repaired or remanufactured product is shipped from Videx.

In the event this Warranty is breached and a valid claim is submitted during the applicable warranty period, in accordance with the Return Procedure set forth below, Videx will, at its option, (a) repair the product, or (b) replace the product with the same model (or with a Videx product that has comparable functionality). Please contact Videx Technical Support by phone, email, fax, or letter for a Service Order number (SVO#) before returning the equipment. When returning the equipment, please follow the Return Procedure described below.

EXCLUSIONS

This Warranty applies only to Videx hardware products. Videx software, media, and manuals are licensed under separate terms and conditions made available to you in connection with your access to or use of those items.

This Warranty does not apply to batteries, laser engines, or any product that has been discontinued by Videx at the time of sale. This Warranty is void if (a) the product has been damaged by accident, abuse, misuse, product end-of-life, or misapplication, or has been modified without the written permission of Videx; or (b) if any Videx serial number has been removed or defaced. Videx may use remanufactured, refurbished, or used parts and modules in making warranty repairs. If a product covered by this Warranty is discontinued after the date of purchase or is unavailable for any other reason, Videx reserves the right to substitute a comparable product currently manufactured. This Warranty does not apply to a discontinued product if Videx determines, in its sole discretion, that it does not currently manufacture or sell a comparable product.

WARRANTY LIMITATIONS AND LIMITATIONS ON LIABILITY

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS. NO VIDEX RESELLER, AGENT, OR EMPLOYEE IS AUTHORIZED TO MAKE ANY MODIFICATION, EXTENSION, OR ADDITION TO THIS WARRANTY. VIDEX LIABILITY IS STRICTLY LIMITED TO THE PURCHASE PRICE OF THE PRODUCT. VIDEX IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF WARRANTY OR OTHER CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH VIDEX PRODUCTS. ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. TO THE EXTENT SUCH WARRANTIES CANNOT BE DISCLAIMED, VIDEX LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT VIDEX'S OPTION, THE REPAIR OR REPLACEMENT SERVICES PROVIDED FOR HEREIN. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. ANY ACTION FOR BREACH OF WARRANTY MUST BE BROUGHT NO LATER THAN SIX MONTHS AFTER EXPIRATION OF THE APPLICABLE WARRANTY PERIOD.

GOVERNING LAW

This Warranty shall be governed and construed in accordance with the laws of the state of Oregon, excluding its choice-of-law provisions. All actions and adversarial proceedings related to or arising from this Warranty shall be decided exclusively by a court of competent jurisdiction located in Lane County, Oregon. Any such legal proceeding shall be filed exclusively in the state or federal courts located in Eugene, Lane County, Oregon, and you hereby irrevocably and unconditionally consent to the exclusive jurisdiction and venue of such courts.



1105 N.E. Circle Blvd.
Corvallis, OR 97330

Phone: 541-758-0521 Fax: 541-752-5285

www.videx.com

Warranty Effective: September 8, 2020 - Present

Service Policy

Videx is committed to providing excellent customer service. If you experience any problems with Videx equipment, please contact Videx Technical Support and our expert technicians will assist you:

Phone: (541) 758-0521
Fax: (541) 752-5285
E-Mail: support@videx.com

Return Procedure

The following procedure should be followed when returning items to Videx for repair or upgrade.

1. Contact Videx Technical Support to discuss the equipment problem (phone: (541) 758-0521; fax: (541) 752-5285; or email: support@videx.com). This step is important because in many cases the problem is minor and can be corrected over the phone. If the problem is not resolved, a Service Order number (SVO#) will be issued for returning the product. The serial number of the non-working product must be provided prior to the repair to qualify for warranty. The serial number may be given to Technical Support or included with return of the product.
2. Include the following items with the product for repair: the assigned SVO#, your name, company name, return address, telephone number, and description of the problem. If the repair is under warranty, include the Videx invoice as proof of original purchase date. If it is a non-warranty repair, also include your method of payment for the repair fee and return shipping charges. Videx accepts payment for non-warranty repairs via company check or money order payable in US dollars, Visa, MasterCard, Discover, American Express, ACH electronic transfer, or bank wire.
3. Place the SVO# you received from our Technical Support team on the outside of the package. Ship the package to Videx, Inc., 1105 N.E. Circle Blvd., Corvallis, OR 97330, with all shipping charges prepaid.
4. When the product is received by Videx, it is logged into the Service Department, checked for problems, repaired or exchanged with a remanufactured unit, and tested. Exchanges are typically done within three business days. Repair of specific product is usually completed within 12 business days.
5. Products are returned to you by the same method of transportation used to deliver the product to Videx, unless another method is specified. If the repair is under warranty, Videx will pay the return shipping charge; if it is a non-warranty repair, you are responsible for the return shipping charge.
6. PLEASE NOTE: All non-warranty repair fees must be prepaid in full before Videx will perform any repairs. Videx will contact you upon arrival of your products if prepayment has not been arranged. If all repair fees are not paid in full within 10 days of the first attempt to contact you, Videx will return the products, at its convenience, in the condition in which they were received. By shipping non-warranty equipment to Videx for repairs, you agree to this policy.

Repair/Upgrade Fees

Please contact Videx Technical Support for the most current repair and upgrade fees.



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