



## Warranty

Artel Video Systems ("Seller") warrants to the original purchaser that the software or hardware ("Product") is free from defects in materials and workmanship and will perform substantially in accordance with the published literature (available on the Company's website [www.artel.com](http://www.artel.com)) at time of shipment and under normal use and service for a period of one (1) year for DV6000, DigiLink and MegaWav products and three (3) years for DL4000 products from date of shipment.

### Customer Remedies

Within the warranty periods, Seller and its suppliers' entire liability and purchaser's exclusive remedy shall be, at Seller's option, either:

- A) return of the price paid, or
- B) repair or replacement of the Product that does not meet the above warranties and is returned to Seller under the returned materials authorization (RMA) process with freight and forwarding charges paid.

The above warranties are void if failure of the Product is a result of accident, abuse, or misapplication. Any replaced or repaired Product will be warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer.

After the initial warranty period, purchaser's exclusive remedy is the repair or replacement of the hardware upon payment of a fixed fee to cover handling and service costs based on Seller's then-current price schedule.

### No other warranties

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES WHETHER WRITTEN, ORAL, EXPRESSED OR IMPLIED (INCLUDING, WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, ANY WARRANTY OF MERCHANTABILITY FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT). IN NO EVENT WILL SELLER BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM BREACH OF THIS WARRANTY, EVEN IF SELLER HAS BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES. THE FOREGOING CONSTITUTES BUYER'S SOLE REMEDY AND SELLER'S SOLE LIABILITY FOR BREACH OF WARRANTY.

### No liability for consequential damages

To the maximum extent permitted by applicable law, in no event shall Seller or its suppliers be liable for any damages whatsoever (including without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of inability to use the Product, even if Seller has been advised of the possibility of such damages. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply in those circumstances.

### Returned Materials Authorization

No Product can be returned for repair unless a Returned Materials Authorization (RMA) number has been issued.

### Shipping

Customer pays shipping charges to the repair center and seller pays for return to the customer. All shipping documentation must refer to the RMA number given prior to shipment.

### Contact Information for Service and Repair

Mail: Artel Video Systems  
Repair Center  
5B Lyberty Way  
Westford, MA 01886

Phone: (978) 263-5775  
Fax: (978) 263-9755  
Email: [customercare@artel.com](mailto:customercare@artel.com)