



AVer “Worry Free” Advanced Replacement Program (For USA ONLY)

AVer is committed to offering the best quality products and services to you – our valuable customer. In the event of an AVer product malfunction, **we offer a FREE Advanced Replacement Program* for the entire duration of our product’s standard limited warranty** (specific SKUs only – see below list). This provides you with a rapid resolution and minimizes any downtime. Note: Program available to verified warranty claims made by AVer customers within the United States only.

Once AVer has received and verified a warranty claim, AVer will ship you a replacement system with a 3-day** courier delivery service. We will also take care of any associated shipping costs with our free 2-way RMA shipping assistance. Simply call our toll-free customer service line hotline at 1-877-528-7824 and we will help you with this process along with sending you a pre-paid shipping label for the return of our product. All you need is the product serial number and you are all set.

The replacement product will be covered by the time remaining on the customer's original limited warranty (unless otherwise specified). The Advanced Replacement Program does not apply to refurbished products. The term "Refurbished" is defined as a used product or part that has been returned to its original manufacturer’s specifications.

Supported Products

Please refer to the warranty table as presented on the AVer Information website.

NOTE THAT BY USING THIS PROGRAM, THE CUSTOMER AGREES TO RECEIVE A COMPARABLE REPLACEMENT PRODUCT INSTEAD OF A REPAIR TO THE ORIGINAL PRODUCT IN FULL SATISFACTION OF CUSTOMER'S WARRANTY CLAIM. THE ORIGINAL PRODUCT WILL NOT BE RETURNED TO THE CUSTOMER AND SHALL BECOME THE PROPERTY OF AVER.

To be qualified for the Advanced Replacement Program, the customer must be the original buyer and / or institute and shown with original proof of purchase (eg. Invoice copy). The product must be purchased within the United States. Replacement unit will be shipped back to addresses within United States only. Any additional accessories (spare parts) including, but not limited to, batteries, remote control, cables, light box, light module, CCFL lamp and microscopic adapters that may or may not be included in the original package are NOT part of the Advanced Replacement Program. Once AVer's Technical Support Department has determined that the customer has made a claim for a non-functioning product within the applicable warranty period and has issued to the customer a Return Material Authorization ("RMA") number, AVer will arrange the "delivery" of the replacement product and "pickup" of the non-functioning product from, the customer's registered location. AVer will be responsible for the shipping cost. Customer shall be responsible for packing the returned product in its original box or in a manner appropriate for shipment. AVER WILL NOT PAY OR REIMBURSE SHIPPING COSTS INCURRED WHEN SHIPPING IS NOT ARRANGED BY AVER.

To ensure return of the non-functioning product and coverage under AVer's Product Warranty, a credit card "hold" for the value of the replacement unit is required before a replacement product can be delivered (credit card hold only applies to individual purchases). Customer's credit card will be charged if (a) customer fails to return the non-functioning product to AVer within fifteen (15) calendar days after the date of customer's telephone claim and in the manner specified by AVer, (b) the serial number of the returned product does not match that of the registered product, or its warranty replacement product; (c) the non-functioning product is returned with missing components, (d) the failure of the returned product was due to accident, abuse, misuse, neglect, fire, water, lightning or other acts of nature, failure to follow instructions included with the product, unusual physical, electrical or electromagnetic stress, fluctuations in electrical power beyond AVer's specifications, the use of the product with any accessories or options not furnished by AVer or its authorized agents, or the repair or alteration of the product by anyone other than AVer or its authorized agents. AVer's Product Warranty does not extend to a failure of any product due to a cause described above. Consequently, in the event AVer's Technical Support Department determines that the cause of the non-functionality was an event described above, customer shall be deemed to have placed an order for a replacement product, with payment to be made on customer's credit card. AVer expressly disclaims any and all liability for delays in shipping or any consequential damages resulting from the loss of use of the product.

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN. THIS PROGRAM IN NO WAY EXPANDS OR ENHANCES THE APPLICABLE LIMITED PRODUCT WARRANTY EXCEPT AS OTHERWISE SPECIFICALLY SET FORTH HEREIN.

Specifications and pricing subject to change without notice. Selection, offers and programs may vary by country; see your AVer representative or Website for complete Advanced Replacement Program details.

*formerly the AVerCPR Program

** Subject to availability of a replacement product, shipper's stipulations and any other conditions listed