

Warranty Overview

MediaVue Systems warrants its products to be free from defects in workmanship and materials under normal use and service.

- The standard Warranty Period for all MediaVue Systems products is one (1) year. Longer Warranty Periods may apply when Support Subscriptions have been purchased.
- The calculation of the Warranty Period starts from the date of shipping (invoice date) from MediaVue Systems.
- All new SureVue players come with sixty (60) days of free hardware configuration, software updates, and installation support.

If a SureVue has been defective within the applicable Warranty Period, MediaVue Systems will provide repair or replacement of the player, at its sole discretion. The replacement of the player may be new or reconditioned, and shall be of equivalent or better specifications, compared to the defective player, but not necessarily identical. All players and parts repaired or replaced by MediaVue Systems pursuant to this warranty shall follow the original warranty terms and

remaining Warranty Period. When MediaVue Systems provides a replacement, the defective player becomes the property of MediaVue Systems.

In order for warranty coverage to remain valid, installation guidelines and any other applicable instructions contained in the SureVue User Guide must be followed. Do not attempt to open your SureVue unless directed to do so by the MediaVue support technician. Opening your player without authorization will void the MediaVue Limited Hardware Warranty.

Limitation of Liability

Under no circumstance will MediaVue Systems be liable for any damages or loss whatsoever arising from the installation, maintenance, use, performance, failure, or interruption of a MediaVue Systems product, however caused. This limitation will apply even if MediaVue Systems has been advised of the possibility of such damages.

Warranty Service

- A. Warranty service may be requested by contacting MediaVue Systems within the applicable Warranty Period.
- B. If the player is still under the effective Warranty Period, the repair and replacement period is one (1) week from the date that MediaVue Systems receives the defective player. If the Warranty Period has expired, the repair and replacement period is two (2) weeks from the date that MediaVue Systems receives the defective player. In cases of an expired Warranty, charges for repair work and shipping will be shared with the customer. These charges will vary on a case-by-case basis and are subject to change. Payments must be received in full before repairs and any applicable return shipping are completed.
- C. Most support can be resolved remotely. If necessary to return a player to MediaVue, a Return Merchandise Authorization (RMA) will be issued.

Return Merchandise Authorization Procedural Requirements

To return a player to MediaVue Systems, it must be packaged securely in the original, or another suitable, shipping package to ensure that it will not be damaged in transit. The RMA Number must be prominently marked on the outside of the package.

The package must be shipped to the MediaVue Systems repair location with all costs of mailing, shipping, and insurance prepaid by the purchaser. Any package returned to MediaVue Systems without an RMA Number will be rejected and shipped back to the purchaser at the purchaser's expense. MediaVue Systems reserves the right in such a case to levy a reasonable handling charge in addition to mailing or shipping costs.

The repaired player will be shipped by surface mail to the address provided by the customer during the RMA process.

The MediaVue Systems Team is committed to fulfilling a successful experience throughout all stages of the life cycle of your digital signage program. In order to help us provide the best possible support, please review the following document and follow these steps.

STEP 1: Contact MediaVue Support

Call Customer Support. Hours are from 9:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, except for US holidays.

Phone: +1 781.926.0676 x 500

Email: support@mediavuesystems.com

Support matters will be attended to within one (1) to two (2) business days, on a first-come, first-served basis, with priority handling. MediaVue will endeavor to respond to urgent issues within two (2) hours and no more than one (1) business day, during regular Customer Support hours.

STEP 2: Provide Information About Your Support Needs

Your name

Your company name

Your contact information

SureVue model(s)

SureVue serial number(s)

Be prepared to give a complete description about the problem you are having and be able to answer specific questions, such as:

- How long has player and/or Active Network Manager been installed?
- How long has player or software been malfunctioning?
- Is it a continuous or intermittent problem?
- Were the instructions in the SureVue User Guide followed during the installation?
- Have any changes been made to your player, such as programs reinstalled or changed, or settings changed?
- What video cables or extenders are being used and what is their length?
- What digital signage software are you using?

ATTENTION: Do not attempt to open your SureVue unless directed to do so by the MediaVue support technician. Opening your unit without authorization will void the MediaVue Manufacturer's Limited Warranty.

STEP 3: Follow Support Process

The MediaVue support technician will attempt to help you resolve your problem remotely. This process is often successful. In more extreme cases, the player may need to be returned to MediaVue for repair. Our support technician will determine if your player is still within the terms of your MediaVue Limited Hardware Warranty, and will work with you to issue a Return Merchandise Authorization (RMA), and an invoice if not under Warranty.

STEP 4: Follow Procedures to Pack and Ship Player

- A. Do not send any players to MediaVue without first securing an RMA from MediaVue Support. Print the RMA Number clearly on the top of the box.
- B. Whenever possible, pack your SureVue in the original factory packaging. If the original package is not available, please pack the player carefully so that there is at least 2 in / 50 mm of padding on all sides. **DO NOT USE STYROFOAM PEANUTS OR PAPER.** Pack the player securely so that it is not loose, but not so tight that any impact on the box will damage the player.
- C. Ship your SureVue player to the address below, unless directed to a regional support location. Please email MediaVue support with the shipment date, carrier used and tracking number of your shipment. Remember to include your RMA Number.

Shipping Address:
MediaVue Systems
Attention: RMA Department
35 Pond Park Rd, Suite 14
Hingham, MA 02043
USA
Tel. +1 781.926.0676



CORRECT repackaging



WRONG repackaging

STEP 5: MediaVue Receives, Repairs, and Returns Player

- A. The Support Department will evaluate the condition of the player.
- B. A determination will be made whether the returned player is compliant with the terms of the MediaVue Limited Hardware Warranty (the Limited Hardware Warranty statement can also be found in your SureVue User Guide). If the return is compliant and the player is within the Limited Hardware Warranty term, the repair will be completed at no cost to the customer. If the returned player is not compliant with the terms of the Limited Hardware Warranty, you will be given the option to have the player repaired for a fee. If you decide against having the non-compliant player repaired, it will be returned to you at your expense.

NOTE: If billable repairs are to be made to a player, then payment arrangements must be completed before any further work is done.

- C. Once Limited Hardware Warranty compliance and billing arrangements, if needed, have been completed and any necessary payments have been received, MediaVue will complete the repair and return the player.
- D. MediaVue will ship the repaired player back by surface mail to the address provided by the customer during the RMA process. Shipments to international destinations will be done by DHL Express Worldwide service. Shipments to locations in the United States will be made by FedEx Ground Service. The Support Department will email the shipment tracking number to the customer.