



## **TWO-YEAR LIMITED WARRANTY ON PARTS AND LABOR**

Covers Product Purchased as New Only

VBox Communications Ltd ("VBox") provides a warranty to the original purchaser of new Products against defects in materials and workmanship for a period of two (2) year of normal consumer (non-commercial) usage. This warranty is not transferrable. If a Product covered by this warranty is determined to be defective within the warranty period, VBox will, unless otherwise required by applicable law, either repair or exchange the Product at its sole option and discretion.

### **How to Obtain Warranty Service (Pre-authorization required)**

To obtain warranty service, contact VBox Technical Support via email: [Support@vboxcomm.com](mailto:Support@vboxcomm.com) or visit [www.vboxcomm.com](http://www.vboxcomm.com). PRE-AUTHORIZATION MUST BE OBTAINED BEFORE SENDING ANY PRODUCT TO A VBox SERVICE CENTER. Proof of purchase in the form of a purchase receipt or copy thereof is required to show that a Product is within the warranty period.

### **Exchange**

Should VBox elect to exchange a Product due to a covered defect during the warranty period, the replacement unit may, at VBox's sole option and discretion, be new or one which has been recertified, reconditioned, refurbished or otherwise remanufactured from new or used parts and is functionally equivalent to the original Product.

### **Repair: Parts and Labor**

There will be no charge for parts or labor to repair a Product for a covered defect during the warranty period. Replacement parts may, at VBox's sole option and discretion, be new, used, reconditioned, refurbished or otherwise remanufactured or recertified as functionally equivalent replacement parts.

### **Remaining Warranty**

Repaired or exchanged units are warranted for the remaining portion of the Product's original warranty or for thirty (30) days from warranty service or exchange, whichever is longer. Any upgrade to the original Product will be covered only for the duration of the original warranty period.

### **Returning a Product for Warranty Service**

After obtaining a pre-authorization from VBox Technical Support (see above), defective Products within the warranty period must be sent to a VBox service center to obtain warranty service. VBox is not responsible for transportation costs to the service center, but VBox will cover return shipping to the customer. Products returned to VBox's service centers must be shipped in either the original carton box and shipping material or packaging that affords an equal degree of protection.

VBox Technical Support will provide instructions for packing and shipping the covered Product to the VBox service center. Please read the "Software, Personal Data, and Other User Stored Information" section below for very important warnings regarding data loss on Products returned for any type of warranty service (repair or exchange).

### **Exclusions**

This warranty does not cover, for example: abuse, fire, water accident, acts of God, consumable parts such as batteries (unless the battery's fully charged capacity falls below 50% of its rated capacity within the first year from the date of purchase) and protective coatings, cosmetic damage (e.g. scratches, dents, cracks), damage caused by use with non-VBox products (e.g. accessories, housing, parts or software), damages from shipping, improper installation or operation, improper voltage supply or power surges, lack of reasonable use, misuse, modifications or alterations, normal wear and tear or aging, all software including but not limited to operating system software and any and all applications even if distributed by VBox, as well as installation and set-up issues or any



tampering or repairs attempted by anyone other than by a VBox authorized service center. Products with unreadable or removed serial numbers or requiring routine maintenance are not covered. This two year limited warranty does not cover Products sold "AS IS", "FACTORY RECERTIFIED", or by a non-authorized reseller.

## **Limitations**

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED OR DESCRIBED ABOVE. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE PERIOD OF TIME SET FORTH ABOVE. VBOX'S TOTAL LIABILITY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER INCLUDING VBOX'S NEGLIGENCE, ALLEGED DAMAGE, OR DEFECTIVE GOODS, WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT, SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE PRODUCT. VBOX SHALL NOT BE RESPONSIBLE FOR LOSS OF USE, INFORMATION OR DATA INCLUDING THAT CONTAINED IN OR STORED ON ANY DEVICE RETURNED TO VBOX, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH THE PRODUCT IS CONNECTED, COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, LOSS OF GOODWILL, LOSS OF REPUTATION, LOSS OF, DAMAGE TO, OR CORRUPTION OF INFORMATION, DATA SOFTWARE OR APPLICATIONS (INCLUDING ANY COSTS ASSOCIATED WITH RECOVERING, PROGRAMMING, OR REPRODUCING ANY INFORMATION, DATA SOFTWARE, OR APPLICATIONS STORED ON OR USED WITH VBOX PRODUCTS, OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF ANY INFORMATION OR DATA STORED ON THE PRODUCTS), OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. NO ORAL OR WRITTEN REPRESENTATIONS MADE BY VBOX OR ANY SELLER, RESELLER OR DISTRIBUTOR OF THE PRODUCT, INCLUDING EMPLOYEES AND AGENTS THEREOF, SHALL CREATE ANY ADDITIONAL WARRANTY OBLIGATIONS, INCREASE THE SCOPE, OR OTHERWISE MODIFY IN ANY MANNER THE TERMS OF THIS LIMITED WARRANTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, VBOX DOES NOT WARRANT THAT THE OPERATION OF ANY PRODUCTS OR SOFTWARE COVERED UNDER THIS LIMITED WARRANTY WILL MEET YOUR REQUIREMENTS, WORK IN COMBINATION WITH ANY HARDWARE OR SOFTWARE APPLICATIONS OR THIRD PARTY SERVICES, BE UNINTERRUPTED, ERROR-FREE, OR WITHOUT RISK TO, OR LOSS OF, ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS CONTAINED THEREIN, OR THAT DEFECTS IN THE PRODUCTS OR SOFTWARE WILL BE CORRECTED. SOME COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM COUNTRY TO COUNTRY. THIS LIMITED WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTICE. CHECK [www.VBoxComm.com](http://www.VBoxComm.com) FOR THE MOST CURRENT VERSION OF THIS WARRANTY. In the event that any term or provision contained in this limited warranty is found to be invalid, illegal or unenforceable by a court of competent jurisdiction, then such provision shall be deemed modified to the extent necessary to make such provision enforceable by such court, taking into account the intent of the parties. The invalidity in whole or in part of any portion of this limited warranty shall not impair or affect the validity or enforceability of the remaining provisions of this limited warranty. Software, Personal Data, and Other User Stored Information ALL INFORMATION, DATA, SOFTWARE OR OTHER APPLICATIONS, INCLUDING BUT NOT LIMITED TO PERSONAL CONTACTS, ADDRESS BOOKS, GAMES, MUSIC, PICTURES, AND VIDEOS WILL BE ERASED DURING THE EXCHANGE OR REPAIR PROCESS, AND CANNOT BE RETRIEVED, RECOVERED, BACKED UP OR REINSTALLED BY VBOX OR ANY VBOX AUTHORIZED SERVICE CENTER. To avoid losing such information, data, software or other applications please create a backup before you return or send your Product for warranty service, and disable any and all security passwords. You will be responsible for reinstalling all such information, data, software, other applications, and passwords. Your Product or replacement Product will be returned to you as your Product was configured when originally purchased, subject to applicable software updates. VBOX may install operating system software updates as part of warranty service that may prevent the Product from reverting to an earlier version of the operating system software. Third party applications installed on the Product may not be compatible or work with the Product as a result of the operating system update. VBOX and VBOX Service Centers are NOT RESPONSIBLE for the loss of, or inability to use, such information, data, software or other applications.

## **Safety information**

The power outlet should be nearby the device easily accessible

This is a class A product in domestic enjoyment, this product may cause radio interference, in which cases the user may be required to take Adequate measures



## **Disposing and Recycling**

The symbol on the product or packaging means that according to local laws and regulations this Product should not be disposed of in the household waste but sent for recycling. Please take it to a collection point designated by your local authorities, once it has reached the end of its life.

Some will accept products for free. By recycling the product and its packaging in this manner you help to conserve the environment and protect human health.

## **Vbox for environment**

At Vbox, we understand and are committed to reduce any impact our operations and products may have on the environment. To minimize this impact Vbox designs and builds its products to be as environmentally friendly as possible, by using recyclable, low toxic materials in both Products and packaging. Vbox recommends that you always switch off or unplug your Vbox products when they are not In use. By doing so you will help to save energy and reduce cO2 emissions.