



AVerCPR™ (Carefree Product Replacement) Program (For USA ONLY)

The **AVerCPR™ Carefree Product Replacement Program** (the "AVerCPR Program") is an expedited process **FREE OF CHARGE** *available only during the first year of AVerMedia's standard limited product warranty (apply to specific SKUs only)* to provide a replacement product in response to a verified warranty claim made by AVerMedia customers within the United States. The AVerCPR Program does not apply to refurbished products. The term "Refurbished" is defined as a product or part that has been returned to its original manufacturer's specifications. The AVerCPR Program allows for the exchange of a defective product with a comparable product, shipped via courier with 72-hour (3-day) delivery by the following business day after AVerMedia has received the notification from the customer before noon and subject to the availability of a replacement product and to the conditions described below. (The only exception to the 72-hour rule is no deliveries on Saturdays, Sundays, or holidays and shipments to certain remote areas may be delayed due to the shipper's practices and / or customs clearance.) The replacement product will be covered by the time remaining on the customer's original limited warranty (unless otherwise specified).

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 AVERMEDIA.

To be qualified for the AVerCPR 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 detachable accessories (spare parts) including 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 AVerCPR Program. Once AVerMedia'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, AVerMedia will arrange the "delivery" of the replacement product and "pickup" of the non-functioning product from, the customer's registered location. AVerMedia 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. **AVERMEDIA WILL NOT PAY OR REIMBURSE SHIPPING COSTS INCURRED WHEN SHIPPING IS NOT ARRANGED BY AVERMEDIA.**

To ensure return of the non-functioning product and coverage under AVerMedia'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 AVerMedia within fifteen (15) calendar days after the date of customer's telephone claim and in the manner specified by AVerMedia, (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 AVerMedia's specifications, the use of the product with

any accessories or options not furnished by AVerMedia or its authorized agents, or the repair or alteration of the product by anyone other than AVerMedia or its authorized agents. AVerMedia's Product Warranty does not extend to a failure of any product due to a cause described above. Consequently, in the event AVerMedia'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. AVerMedia 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 AVerMedia representative or Website for complete AVerCPR Program details.