



**Eyeris Commitment to Customer :-** Eyeris is committed to provide prompt service to clients and partners. At Eyeris Customer satisfaction is our top most priority.

### **Warranty Policy :-**

Warranty claim should be made by RMA form you need to fill RMA form. You will download RMA form from <http://www.eyerisdigital.com/company/support.html> , this process will help us for smooth operation and minimize chances of any kind of delay in processing. Product Holder should be ready with the following details

- a. P.O no
- b. Contact info
- c. Serial no
- d. Contact Info of Dealer /Distributors

Once we got all these information along with the RMA form we acknowledge your request and send it to the further process at our service department. Our service department will determine that weather product is under warranty coverage and will resolve all the defects and product will be on dry run for another 48hrs.If they found that product is not to be cover by warranty then we will contact you to treat as out of warranty repair or will return the product to you.

### **Warranty Repair/Exchanges**

Eyeris provide limited warranty in effect at the time of purchase  
Following cases should be treated as paid even within the warranty period.

- a. When defects are caused by the careless handling of the user.
- b. When improper or unauthorized repairs are done or when the inside is modified or damaged.
- c. Defects caused by natural disaster or power problem.
- d. Any wrong information will be find in RMA form.

More you can find in Warranty Void section

For all warranty repairs Eyeris will cover costs of Parts, Firm ware up gradation and Labour of repairing.

### **Non or Out of Warranty Repairs**

For all non-warranty repairs, Eyeris will provide you with a repair price that includes charges for parts, labour, and all shipping. Prior to repairing we will give you the estimate and you can acknowledge that by PO.



## Shipment Policy

Proper packing of the whatever goods you are sending is your responsibility we will not entertaining any claim of damage during transportation.

Make sure about your packing and shipment.

All components should be in proper pack use tap and proper packing material.

External packaging must be sufficient to protect the contents from the usual hazards of shipping.

Repairing Material Must send with Filled RMA (Return Material Authorization) Form only.

Whenever you send the material for repairing send material by Freight prepaid. If the repairing material is under warranty and company faulty than after repairing will send the material by Freight prepaid but if the repairing material is out of warranty and not repairable than will send back to you in Fright collect terms.

If Product damage or not repairable due to mishandling or over voltage or due any natural calamities than will send you back the material in freight collect terms.

## Note

**For more clarification on this Policy you may contact your nearest stockist.**

Before installation please read manual properly which reduce the damages.

The Warranty is void

- 1) If the Product is not operated in environmental, mechanical or electrical criteria as mention.
- 2) Improper installation.
- 3) Any malfunction of product due to misuse or any R&D on the products.
- 4) Any Physical modification will be found.