

EXTENDED WARRANTIES
Buy with confidence

Warranty details: Nureva audio conferencing systems

We are pleased to offer one of the longest and most comprehensive warranty programs available for audio conferencing products.

Warranty Period

Free

- Two years from the date of purchase on the integrated microphone and speaker bar and the connect module (HDL300 systems)
- One additional year (three years total) with enrollment
- 30 days from the date of purchase for all other components of the device

Paid

- Two additional years (total of five years) on the integrated microphone and speaker bar and the connect module (HDL300 systems). Available from dealer on the date of purchase. Dealers can provide price details.
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How to get an extended Warranty

Enroll for a free third-year Warranty, or purchase of two additional years, can be made through the Purchaser's dealer when the order is placed. (Purchasers can still sign up for either Warranty within 30 days of shipment.)

Details

Nureva Inc. warrants to the Purchaser that the device is free of defects in both materials and workmanship for the applicable Warranty Period (defined below). If the system is defective, Nureva agrees, at its option, to repair or replace the defective system or defective component free of charge if it is returned no later than 30 days after the end of the applicable Warranty Period. If neither repairing nor replacing the system is reasonably available, Nureva may at its option, refund the purchase price paid by the original Purchaser for the defective system.

Returns

A system returned to Nureva must be issued a valid Return Material Authorization ("RMA") number. (Any product returned without an RMA number will be refused upon delivery.) To request an RMA number, contact Nureva technical support at support@nureva.com. Prior to receiving an RMA number, Nureva technical support must perform initial troubleshooting and declare the system defective according to the guidelines established by Nureva.

Returned systems must contain all the original accessories and be properly packaged in the appropriate Nureva packaging and accompanied by a proof of purchase dated within the applicable Warranty Period.

All shipping and handling costs are the responsibility of the Purchaser and not Nureva. This Warranty does not cover damage to the device during shipping and Nureva assumes no responsibility for such damage.

A system returned to Nureva must have a valid RMA number marked on the outside of the shipping package and the serial number and model of the returned system must match the RMA number.

Replacements will only be issued for the equivalent system model/type of the original defective system.

Limitations

This Warranty does not apply to any firmware or software supplied with the system. These are subject to a separate firmware license agreement.

This Warranty does not apply to ordinary wear and tear on the system.

This Warranty is void if

- The system has been damaged by negligence, mishandling, acts of third parties, accident, fire, flood, lightning, power surges or outages, or other events or circumstances outside the control of Nureva, or has not been operated in accordance with the operating and installation instructions; or
- The system has been altered or repaired by a party other than Nureva or an authorized service representative of Nureva; or
- Modifications or accessories other than those manufactured or provided by Nureva have been made or attached to the system which, in the sole determination of Nureva, have affected the performance, safety or reliability of the system; or
- The system's original serial number has been modified or removed

No other warranty, express or implied, including warranties of merchantability or fitness for any particular use, applies to the system. Nureva's maximum liability hereunder shall be the amount paid by the Purchaser for the system.

No person or entity is authorized to assume any obligation or other liability in connection with the system.

Under no circumstances whatsoever shall Nureva or its directors or employees be liable for punitive, consequential, or incidental damages, expenses, costs, loss of revenue or property, inconvenience, or interruption in operation, experienced by the Purchaser or any other party due to a malfunction in the system.

No Warranty service performed on any system shall extend the applicable Warranty Period.

This Warranty

- Extends only to the Purchaser of the system and is not assignable or transferrable
- Is the Purchaser's sole and exclusive remedy with respect to any defective system
- Is governed by the laws of the Province of Alberta, Canada, without regard to the provisions thereof relating to conflicts of laws.