



Avidex Standard Warranty



Avidex warrants the integrated system(s) furnished are free of defects in workmanship and materials for a period of one year from the date of acceptance or date of first beneficial use whichever occurs first. Remedy for such defects during the warranty period shall be provided at no additional expense to the client and shall be handled as expeditiously as is feasible during normal business hours and days of operation.

Under this warranty Avidex will troubleshoot, uninstall and reinstall any equipment within the Avidex audiovisual (AV) system except for the cost to service and/or repair Owner Furnished Equipment (OFE) or equipment out of manufacturer's warranty. Avidex will broker and process the repair of that equipment at the standard Avidex rate.

Avidex Services Provided Under This Warranty

- Avidex will dispatch a technician during normal business hours (8AM to 5PM, Monday - Friday) to troubleshoot the AV system problem based on our available resources
- Avidex will identify and uninstall the defective equipment and return such equipment to the manufacturer for warranty processing
- Avidex will reinstall the repaired or replaced equipment and test the system
- Avidex will pay the shipping costs associated with the repair of the equipment, except for Owner Furnished Equipment and/or equipment out of manufacturer's warranty



Avidex Services Not Provided Under This Warranty

- Extend or provide additional repair services for manufacturer warranty coverage
- Repair of Owner Furnished Equipment
- Guaranteed on-site response time
- Before or after hours on-site response time
- Proactive support or preventive maintenance
- Training
- Spare or loaner equipment during equipment repair period
- Warranty coverage for customer acts of negligence or misuse
- If No Fault Found (NFF) or No Trouble Found (NTF) during a dispatched site visit the owner will be charged a fee for the visit at Avidex standard Time & Material rate (minimum of 2 hours onsite plus travel).

