



ELMO USA Corp.

6851 Jericho Turnpike, Suite 145, Syosset, NY 11791

Tel: 800.896.3566 | Fax: 516.501.0469

www.elmoussa.com | service@elmoussa.com

Instructions for obtaining warranty service

Warranty Terms

Warranties are subject to the following conditions:

- (1) You must retain your bill of sale or provide other proof of purchase. Completing and mailing in the attached registration card within ten days after the original retail purchase is one way of providing other proof of purchase.
- (2) Ensure that an Authorized ELMO Service Center performs all warranty servicing of this equipment.
- (3) Labor service charges for installation and adjustment of customer controls are not covered by this warranty.
- (4) Warranties extend only to defects in materials or workmanship as limited above and do not extend to any equipment or parts which have been lost or discarded by you or to damage to equipment caused by misuse, accident, improper installation, improper maintenance or use in violation of instructions furnished by us; or to units which have been altered or modified without authorization of ELMO or to damage to equipment of parts thereof which have had the serial number removed, altered, defaced, or rendered illegible.
- (5) These warranties are effective only if the equipment is purchased in the USA or Canada.

How to Obtain Warranty Service

To obtain warranty servicing, you should:

- (1) Arrange for the delivery of the equipment to the Authorized ELMO Service Center. Equipment shipped to the Service Center must be safely and securely packed, preferably in the original shipping carton. Insurance is recommended. All transportation and insurance charges must be prepaid by you. A traceable shipping method is recommended. **NOTE: In the USA, a return material authorization (RMA) number is not required and will not be issued.**
- (2) Provide a letter explaining the defect (See Page 3 of this document) and a copy of the bill of sale or other proof of purchase.
- (3) If you have any question about service, please contact one of the following ELMO Service Centers:

| USA | CANADA |
|--|---|
| ELMO USA Corp Service Center 240 S. Main St. Suite C South Hackensack NJ 07606 Tel: 800-896-3566 | Video Experts 145 Barr Street – Unit 2 St. Laurent, QC H4T 1W6 Tel: 800-722-3973 |

Other legal information

ALL WARRANTIES IMPLIED BY STATE LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AN FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE LIMITED WARRANTIES SET FORTH ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. WITH THE EXCEPTION OF ANY WARRANTIES IMPLIED BY STATE LAW AS HEREBY LIMITED, THE FOREGOING EXPRESS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, AGREEMENTS AND SIMILAR OBLIGATIONS OF MANUFACTURER OR SELLER WITH RESPECT TO THE REPAIR OR REPLACEMENT OF ANY EQUIPMENT OR PARTS.IN NO EVENT SHALL ELMO BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation may not apply to you.

Note: ELMO reserves the right to replace, at our discretion, any unit sent for warranty servicing with a replacement unit of equal or greater value. This replacement unit may be factory refurbished.



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Instructions for obtaining non-warranty service

How to Obtain Non-Warranty Service

To obtain non-warranty servicing, you should:

- (1) Arrange for the delivery of the equipment to the Authorized ELMO Service Center. Equipment shipped to the Service Center must be safely and securely packed, preferably in the original shipping carton. Insurance is recommended. All transportation and insurance charges must be prepaid by you. A traceable shipping method is recommended. **NOTE: In the USA, a return material authorization (RMA) number is not required and will not be issued.**
- (2) Provide a letter explaining the defect (See Page 3 of this document).
- (3) If you have any question about service, please contact one of the following ELMO Service Centers:

| USA | CANADA |
|--|---|
| ELMO USA Corp Service Center 240 S. Main St. Suite C South Hackensack NJ 07606 Tel: 800-896-3566 | Video Experts 145 Barr Street – Unit 2 St. Laurent, QC H4T 1W6 Tel: 800-722-3973 |

After your equipment arrives (USA Customers)

- (1) A written estimate will be provided to you after your unit is evaluated. The estimate will include all parts and labor to return the equipment to good working order.
- (2) There are three options for answering your estimate:
 - (a) You would like to have the repair completed. If this box is selected, your equipment will be repaired and returned to you once full payment of the estimate is received. All payments must be made via a check or credit card. You will not be billed, and a purchase order will not be accepted.
 - (b) You would not like to have your repair completed and would like the equipment returned. If this box is selected, the equipment will be returned after payment of the estimation fee and the return shipping charges. The general estimate fee is \$43.50.
 - (c) You would not like to have your repair completed and would like to abandon your equipment. If this box is selected your equipment will become the property of ELMO USA Corp. and recycled according to local regulation.

NOTICE: Non-warranty items left unclaimed for a period of 180 days from receipt will be considered abandoned and will be disposed of at ELMO’s discretion.



To help us serve you better, please complete the following information:

Company / Organization:

Telephone:

Contact Name:

Address:

City:

State:

Zip:

E-mail Address:

Description of Problem:

| | |
|--------------------------|----------------------|
| ELMO PRODUCT NAME | SERIAL NUMBER |
|--------------------------|----------------------|