

### **Limited Warranty**

Core Innovations (the "Company") warrants the product purchased and contained in this package (the "Product") against defects in material or workmanship for 90 Days (Parts & Labor) and 1 Year (Limited). In order for the Company to honor this limited warranty, you must present a valid proof of purchase (i.e. a receipt) of this Product. This warranty is void if the Company deems, in its discretion, that the Product may have been damaged through modification, improper use, end user negligence, water damage or tampering of the barcode of the Product. This warranty is a limited warranty for repair/replacement of the Product, subject to the conditions set forth herein. The Company is not liable for consequential, indirect, incidental, special or punitive damages and the Company's total liability hereunder shall not exceed an amount greater than the retail purchase price of the product.

### **90 DAYS Parts & Labor**

The Company warrants to you as the original retail purchaser of the Product, that should the Product have any defect, under normal conditions, such defect(s) will be repaired or replaced with a new or refurbished part (at the Company's sole discretion) without charge, if the Product is submitted to the Company within a period of ninety (90) days from the date of purchase of the Product. The customer is responsible for transportation cost and insurance charges (if applicable) to the Company. It is the customer's responsibility to retain original packaging or provide like packaging in order to facilitate the warranty process. The Company will incur no liability whatsoever to provide packaging for warranty items. Should the product be damaged due to insufficient packaging, the warranty may be voided. You must receive a return authorization number (RMA#) before sending the unit in for service. This warranty only applies to manufacturer defects, and the Product must be returned to the Company in its original condition.

### **1 YEAR Limited Parts**

The one (1) year limited parts warranty gives you the option to return the Product to the Company for repair or replacement. The customer will be responsible for labor charges. This warranty does not cover any incidental or indirect costs incurred as a result of a defect in the Product, including any consequential, incidental or indirect damages.

### **Need Help?**

For customer support regarding your device, please submit a request by emailing [support@dpaudiovideo.zendesk.com](mailto:support@dpaudiovideo.zendesk.com). You will be provided a ticket number regarding your inquiry, which you can refer to when contacting us further.

You may also reach a Core Innovations customer service representative by calling **1-833-909-CORE (1-833-909-2673)**. We are available Monday - Friday, 9am - 5pm PST, except major holidays. Core Innovations strongly urges customers to email their inquiry prior to calling, as this will enable us to better assist you.

Please make sure to note the model number and a description of your inquiry.