



WARRANTY INFORMATION

This limited warranty is given to the end-user or the retail purchaser (referred to this warranty as “Original Purchaser”) that it will be free from defects in material and workmanship for a period of one year from the date of the purchase of the new product (excluding accessory items such as power cords, cradle, memory card, adaptor and cables). A copy of the original proof of purchase and this warranty card with RMA number given by Vision Tech America, Inc. is required to receive warranty service. In the unlikely event that the new product should fail due to defect in material or workmanship, Vision Tech America, Inc. will repair or replace with new or refurbished product, where each party will be responsible for one-way shipping for the lower 48 states customers only. For International and U.S customers residing in Hawaii, Alaska and Puerto Rico, customer will be responsible for freight charges incurred both ways.

This limited warranty does not cover any physical damage to this product, damage caused by improper installation; improper use; misuse; neglect; repair of cracked, scratched, broken or modified cosmetics; or parts that have been altered or removed; damages done by another device used with this product resulting from use of non BOYO®- brand parts.

This warranty is VOID if you purchased this product as used, floor model sample, or refurbished; if the product has been altered or modified in any way (including but not limited to attempted repair without authorization from BOYO®- Vision Tech America, Inc. and/or alteration/removal of the serial number). This limited warranty does not cover the vehicle of any damages or liabilities in which this product is installed or being installed.

This product does not guarantee avoidance of vehicle collision or accident.

If you are having trouble with the product, please contact our technical support at 888-941-3060 or email: info@visiontechamerica.com with your questions or comments. If your product is eligible to receive warranty, please follow the instructions below.

IMPORTANT: TO SEND DEFECTIVE PRODUCT FOR WARRANTY SERVICE, YOU MUST RECEIVE RMA (RETURN MATERIAL AUTHORIZATION) AND INCLUDE ORIGINAL PROOF OF PURCHASE

WARRANTY REPAIR & REPLACEMENT SERVICE INSTRUCTIONS:

Vision Tech America, Inc. will replace your product free of charge if your product has a manufacturing defect that is covered by the warranty information above. We are not responsible with shipping charges incurred to our facility however we'll ship the repaired or replaced unit back to you at our cost for the lower 48 states. For International and U.S customers residing in Hawaii, Alaska and Puerto Rico, customer will be responsible for freight charges incurred both ways.

Request an RMA (Return Merchandise Authorization) number from BOYO support.

Please allow us 1 business day to reply back by email after completing the form.

- Please keep a copy of the RMA form attached and send one copy along with the goods.



- After receiving your RA# Please send to our address: Attn: Warranty, Vision Tech America, Inc. 1452 E. Valencia Drive, Fullerton, CA 92831
- Vision Tech America will not accept returns without an RMA Number.
- Shipping to Vision Tech America, Inc. is responsible by the customer and returning items back to the customer will be provided by Vision Tech America, Inc. for U.S. only. International customers will need to pay for both ways.
- Returns must be clearly marked with the Return Authorization number on the outside of the box and a copy of this RA form must be included with the shipment. Any return without proper RA# on the box may be refused
- Return Authorizations are valid for 30 days from the date of issuance.
- If the product you have returned to us is not Vision Tech America, Inc products, it's subject to \$20.00 processing fee.
- Copy of proof of purchase must be included with the shipment otherwise there are parts and labor charges.
- Non-warranted or voided warranty items are subject to parts and labor charges. Unrepairable units are returned back to the customer at customer's expense.
- Products received with missing accessories will be returned back to the owner, after serviced, without the accessories. Missing items will be charged if requesting to receive a complete package.
- The replaced or repaired items are under warranty for 90 days.

Important: When returning an item, make sure to insure it! If it gets damaged in shipping warranty is void and you will be responsible for all repair costs or replacement costs.

Request Return Authorization:

<https://visiontechamerica.com/pages/get-warranty>