

CR6 and SKYVIEW Warranty and Return Policy

Warranty Information

The CR6 Enterprise Video Servers and the SKYVIEW Video Workstations come with a 5-year hardware warranty that includes next business day, on-site and remote support by certified technicians.

In addition to the standard hardware warranty, IONODES offers a Keep Your Hard Drive feature to give you complete control over your sensitive and critical data. While it is still possible to return your drive, this waives the requirement to return failed drives.

Please note the availability of next-day service and the estimated response time may vary based on the accessibility of the product location.

Limits on Warranty

Hardware additions, upgrades or modifications not authorized in writing by IONODES are not covered by this warranty.

Any system or product left unclaimed at our facility is deemed abandoned after 90 calendar days following receipt. Abandoned systems or products are disposed of at our discretion.

Software is not covered under this warranty. The Customer agrees to pursue any warranty claims for defective or incompatible software with the manufacturer of the software product. It is necessary that a backup of the software and data on your system's hard disk drive and on any other storage device(s) in the system be done before IONODES provides services to you. You understand and agree that IONODES is not responsible for any loss of software or data.

Individual component warranties will be voided if the components have been altered in any way, including without limitation: products that have been damaged, defaced, tampered with or if serial numbers have been altered, or if factory sealed parts have been tampered with or broken.

Warranties will be voided if product has been damaged by actions that are beyond our control, including for example, impacts, fluids, fire, flood, wind, earthquake, lightning or similar disaster, war, strike, lockout, epidemic, destruction of production facilities, riot, insurrection, material unavailability or any other Acts of God.

Warranties will be voided if products have been damaged through misuse, abuse or mishandling, including without limitation the unauthorized modification of the system as a whole or any individual component, and/or the attachment of peripheral devices, or limitations placed by the manufacturer specifications.

Warranty Services will be completed within a period of time deemed reasonable by IONODES.

THIS LIMITED WARRANTY DOES NOT COVER MINOR IMPERFECTIONS IN UNITS THAT MEET DESIGN SPECIFICATIONS OR IMPERFECTIONS THAT DO NOT MATERIALLY ALTER FUNCTIONALITY.

Please refer to our Return Material Authorization (RMA) Policy and Procedures for obtaining an RMA in relation to a defective product under warranty.

Shipping Damage

Customers are responsible for refusing all packages that arrive damaged. Customers need to notify IONODES within 24 hours from the delivery date if a package was delivered damaged to obtain an RMA number. IONODES will rush replacement parts to the customer at once.

Customers take full responsibility for accepting any packages damaged during shipping.

Technical Support

During the Limited Warranty Period, IONODES will provide product technical support. The scope of technical support consists of helping you diagnose and resolve problems with defects in products manufactured by us. IONODES will **ONLY** be able to provide technical support on **factory pre-installed software components** to the original end user as well as any software that was purchased as part of the product from us. **IONODES is not the manufacturer of the software or operating system and does not guarantee that software or operating system will be free from errors, either in isolation or in combination with hardware.**

On-Site Support Capability by Country

On-site service is available depending on geographical location of where the product was delivered. Service level, technical support hours and on-site response times may vary. See below listed capability differences.

Dell Direct & Partner Led Countries

- Parts & labor service provided
- Repair Time is typically Next Business Day
- No extra expense by end user

Andorra, Argentina, Aruba, Australia, Austria, Belgium, Bolivia, Bonaire, Brazil, Brunei, Canada, Channel Islands, Chile, China, Colombia, Curacao (Netherlands Antilles), Czech Republic, Denmark, Ecuador, England, Finland, France, Germany, Gibraltar (UK), Greece, Guernsey (UK), Hong Kong, India, Ireland, Isle of Man (UK), Italy, Japan, Jersey (UK), Liechtenstein, Luxembourg, Macau, Malaysia, Mexico, Monaco, Netherlands, New Zealand, Norway, Paraguay, Peru, Poland, Portugal, Puerto Rico, Saint John, Saint Martin, Scotland, Singapore, Slovakia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United States, Uruguay, Vatican City, Venezuela, Wales

Algeria, Angola, Anguilla B.W.I, Antigua and Barbuda, Azerbaijan, Bahamas, Bahrain, Barbados, Belize, Bermuda, Botswana, British Virgin Islands, Bulgaria, Cayman Islands, Costa Rica, Croatia, Dominica, Dominican Republic, Egypt, El Salvador, Estonia, Ethiopia, Grenada & Carriacou, Guadeloupe (French Antilles), Guatemala, Guyana, Ghana, Haiti, Honduras, Hungary, Iceland, Indonesia, Iraq, Israel, Ivory Coast, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Latvia, Libya, Lithuania, Martinique (French Territory), Montserrat, Morocco, Mozambique, Namibia, Netherland Antilles, Nicaragua, Nigeria, Oman, Panama, Qatar, Romania, Russian Federation, Saudi Arabia, Serbia, Slovenia, St Christopher (Kitt's) & -Nevis, St Lucia, St Vincent and the Grenadines, Surinam, Tanzania, Trinidad and Tobago, Turkey, Tunisia, Turks and Caicos Islands, Uganda, Ukraine, United Arab Emirates, US Virgin Islands, Vietnam

Partner-Led Countries – Distributor Coverage

- Parts Only service provided
- Repair time or exchange time is not guaranteed.
- Customer is responsible for delivery and collection of the system to/from the partner's repair facility, and/or on-site service

- Customer is responsible for labor and administrative costs associated with the repair and/or the part exchange

Albania, Armenia, Bangladesh, Belarus, Benin, Bhutan, Bosnia & Herzegovina, Burkina Faso, Burundi, Cambodia, Cameroon, Comoro Islands (Comoros), Congo (Republic of), Cyprus, Fiji Islands, French Guiana, French Polynesia, Gabon, Gambia, Georgia, Guam, Guinea, Kiribati, Kosovo, Laos, Lebanon, Lesotho, Macedonia, Malawi, Maldives, Mali, Malta, Mauritania, Mauritius, Moldova, Mongolia, Nepal, New Caledonia, Niger, Nigeria, Pakistan, Palau, Palestine, Papua New Guinea, Philippines, Reunion Island, Rwanda, Senegal, Seychelles, Sierra Leone, Solomon Islands, Sri Lanka, Swaziland, Togo, Tonga, Turkmenistan, Uzbekistan, Vanuatu, Western Samoa, Yemen ,Yugoslavia (Montenegro), Zambia, Zimbabwe

DELL In-Direct Countries – No Support & DELL Restricted/Prohibited Countries

- There is no support offered

Afghanistan, American Samoa, Antarctica, Cabinda, Canary Islands, Cape Verde, Central African Republic, Chad, Chatham Island, Christmas Island, Cocos Island, Cook Islands, Diego Garcia, Djibout, Easter Island, Equatorial Guinea, Eritrea, Falkland Islands, Greenland, Guantanamo Bay, Guinea-Bissau, Jan Mayen, Kyrgyzstan, Liberia, Madagascar, Madeira, Mariana Islands, Marshall Islands, Mayotte, Micronesia, Myanmar, Nauru, Niue, North Marianas, Saint Helena, Saipan, San Marino, Sao Tome and Principe, Somalia, Zanzibar, Tahiti, Tajikistan, Tokelau, Tuvalu, Wake Island, Wallis and Futuna Islands

Cuba, Iran, North Korea, Sudan, Syria

To initiate an on-site service request, please contact our technical support team:

- Call: 1-450-696-1060 or 1-844-696-1060 (North America Toll Free)
- Send an email to: support@ionodes.com
- Web request: <http://ionodes.desk.com>

Return Policy

Please complete the Return Material Authorization (hereinafter referred to as RMA) Request Form and e-mail your RMA request form to support@ionodes.com. Once the RMA request is submitted, IONODES will respond within one (1) business day. Advanced Replacement requests may be delayed by one business day if the request was submitted after 3:00 PM Eastern Standard Time.

- No RMA number will be assigned on the spot to walk-in customers.
- No off-site repairs will be done on the spot for walk-in customers.
- Please have original invoice numbers, product part numbers, product serial numbers, and description of problem readily available to get an RMA number. IONODES may not be able to issue an RMA number without the information listed above.
- RMA numbers are only valid for 14 calendar days (after RMA issuance date). After 14 calendar days, the RMA numbers will no longer be valid and the shipment may be refused.
- Damage to products being returned, that occurred during shipping, is the responsibility of the shipper. Customers are not to withhold any payments due, pending outcome of shipping investigation.

Request for RMA

All RMA requests require the **IONODES RMA Request Form** to be completed to obtain an RMA number and return instructions. The RMA Request Form can be found on our website under the Support section.

Out of Warranty (OOW)

A product is declared OOW if it has developed a fault outside of its warranty period. Contact our support team to see options that are available to you. All out of warranty (OOW) products returned for repair are subject to diagnostic fees and repair charges.

Repairs

Defective products returned will be repaired or replaced with an equivalent product.

Try and Buy

Any product returned under an authorized "Try and Buy" order is eligible for credit if it has been returned within the allocated trial period. Missing items will be deducted from credit amount. OOW products are not eligible for credit.

Shipping costs

The Customer is responsible for all incoming shipments and IONODES is responsible for outgoing shipments in all cases except OOW. Outgoing shipments will be done using IONODES' preferred transport method. If a different method is requested, the Customer will be responsible for outgoing shipment costs. Items with COD or freight collect charges will be refused. See table below for shipping cost responsibilities.

RMA Case	Customer to IONODES	IONODES to Customer
OOW	Customer	Customer
Credit on Defective Product	IONODES	IONODES
All other cases	Customer	IONODES

Data Backup

It is necessary that a backup of the software and data on your system's hard disk drive and on any other storage device(s) in the system be done before IONODES provides services to you. You understand and agree that IONODES is not responsible for any damage or loss of software or data.

Return Procedures

- All products returned for credit or advanced replacement must be 100 percent complete; they must contain the original boxes and material. Serial numbers and UPC stickers must be in place.
- Unless instructed otherwise, do not send cables and manuals for repair RMA as they may not be returned.
- Print the RMA number on the shipping label only! not on the box. Do not write on manufacturers' boxes. Product(s) must be in resalable condition for you to receive credit.
- Products returned without an RMA number written on the shipping label will be refused.

- Items returned as defective, and subsequently found not to be defective or found to be damaged will be returned to you and a diagnostics fee may apply. If that product was advanced replaced to you according to the limitations of its warranty, the product will be returned to you and the invoice for that product or the advanced replacement product will become due.
- To help prevent damage in transit, it is suggested that product and/or shippable containers be further protected with additional shipping materials. Items received damaged will be refused.
- IONODES strongly recommends that you insure shipments to our warehouse or you accept the risk of loss or damage during the shipment.

For more information, please contact our technical support team:

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- Send an email to: support@ionodes.com
- Web request: <http://ionodes.desk.com>