
EVOKO

Standard and Extended warranty

Evoko Unlimited AB

STANDARD WARRANTY

Standard warranty

A two-year warranty is included in the price

- Evoko offers a 2 year warranty from the date of purchase
- We understand equipment failure can be a frustrating experience. That is why we aim to provide you with a fast turn around and a smooth process
 - Since most issues quickly and easily can be solved directly on site with the assistance of our professional Product Support Team, we will always try this as a first step. This is both faster and takes less efforts for all involved than sending the unit to us. We are happy to provide you with software support related to our products even after the 2 year warranty has expired
 - If our Product Support Team determines that it is a hardware related problem, Evoko will, at its sole discretion, repair or replace any defective component. If this is not possible we will replace the unit with one in the same condition. Naturally, the warranty doesn't apply for customer inflicted damages and all spare parts or modules removed during the warranty period become the property of Evoko
 - Evoko will not ship replacement units until before the faulty unit has been received and investigated

EVOKO Unlimited AB (EVOKO) guarantees that a product that EVOKO regards as faulty due to manufacturing defects or defective materials will be repaired or replaced, if necessary, free of charge, providing that a claim is lodged within the guarantee period, which is two years. The guarantee expressly excludes normal wear. If a claim is made under the guarantee, the product and the original copy of the receipt/bill of sale are to be returned to EVOKO or to the reseller. The supplier's name and the date of purchase must be clearly legible on the receipt. The owner is to defray the cost of the dispatch, while EVOKO pays the cost of returning the product.

EVOKO's guarantee does not apply:

- *If the product has been installed and/or used in a manner that does not comply with the user instructions, or has been fitted with unsuitable materials.*
- *If the product has been modified or repaired by personnel other than an EVOKO employee or service personnel authorized by EVOKO.*
- *If the defect has occurred as a result of external circumstances not related to the product, such as lightning, water leakage, fire, friction, storage in extreme temperatures, weather conditions, solvents, corrosive products, incorrect utilization or neglect.*
- *If the product has been connected to the power supply with a DC connector other than that supplied with the product.*

Extended Warranty Program (EWP)

It is possible to extend the warranty with up to three extra years

- The warranty period can be extended with up to 3 years on top of the standard 2 year warranty, making the maximum total warranty period 5 years from the date of purchase
- The extended warranty must be ordered before the warranty time runs out, and all serial numbers must be registered with Evoko. It can be extended for several years at a time, or year-by-year, as long as the standard or extended warranty has not expired
- The process, conditions and terms are, except for what is stated above, the same as for the Standard Warranty
- Payment terms for extended warranty is the same as for the units

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- Meetings Made Magnificent -