

INTERVIEW RECORDER Warranty & Repair

If you have a product that needs repair, please call Interview Recorder to arrange for delivery to the factory or an authorized repair facility. Do not ship directly to the factory or a field office without first obtaining an RMA (Return Material Authorization), shipping instructions and directions.

LIMITED WARRANTY FOR EQUIPMENT

Interview Recorder will, at its sole option, repair, replace with refurbished free of charge, in the USA for from the date of original purchase in the event of a defect in materials or workmanship, as follows:

Video Recorders

All PRO, and PRO1 Series video recorders shall have a one year parts and in-house repair labor warranty.

Workstations

Workstations provided by Interview Recorder shall have one year warranty and in-house repair labor warranty. Workstations not supplied by Interview Recorder will not be warranted. Customer will pay standard charge for new software licenses for workstations provided by others during warranty period.

Warranty Exceptions

Hard disk drives are limited to three years parts and one year labor warranty.

Preventative maintenance is not covered under any warranty.

Interview Recorder, Inc. does not provide data recovery services and neither the cost of recovering data from the hard disk drives, nor the value of any data which cannot be recovered, is covered under warranty.

Cooling fans are limited to one year parts and labor warranty.

Third Party Product Purchased Through Interview Recorder

Products from other manufacturers, purchased through Interview Recorder will be honored by the original equipment manufacturer and Interview Recorder will have no obligation to extend or honor the warranty on behalf of the manufacturer. At its discretion, Interview Recorder may offer to assist in seeking warranty coverage from the OEM on behalf of the purchasing customer. In such case, Interview Recorder does not accept or transfer warranty liability to itself.

How to Obtain Service

1. Carry-in or mail-in service in the USA can be obtained during the warranty period by calling Interview Recorder Technical Support at (312) 265-6513 and obtaining a Return Authorization number.
2. Once you have obtained a valid RA# you may bring or ship your product to Interview Recorder or Authorized Service center.
3. All products shipped must be returned in their original shipping package.
4. Your RA# MUST be written visibly and legibly on the outside of the shipping package.
5. All shipments must be sent prepaid and Interview Recorder is not liable for any shipping costs in either direction related to warranty coverage or repairs unless otherwise agreed upon in writing.

Warranty Information

1. The warranty period is calculated from the date the equipment leaves our facility or the original invoice date, whichever is later.
2. Warranty coverage is extended only to the Authorized Partner who originally purchased the product and to the end-user to which the product was originally sold.
3. End-user customers must first contact the dealer who originally sold them the product (Authorized Partner). If their dealer is out of business or refusing to respond, Interview Recorder may elect at its own discretion to support the end-user directly. In such cases, and when the dealer is in good-standing, Interview Recorder will attempt to notify the dealer about such activity.
4. In the event the serial number for the product is not in our database, a purchase receipt or other proof of date of original purchase may be required before warranty service is approved and rendered.
5. Interview recorder will provide telephone technical assistance to Authorized Partner who originally purchased the product or its technicians to assist in determining if the product has indeed failed and is eligible for warranty repair. End Authorized Partner who originally purchased the product for telephone support.
6. This warranty only covers failures due to defects in materials or workmanship which occur during normal use. It does not cover damage which occurs in shipment or failures which are caused by products not supplied by Interview Recorder or failures which result from alteration, accident, misuse, abuse,

neglect, faulty installation, maladjustment of user controls, improper maintenance, modification or service by anyone other than an Authorized Service center, or damage that is attributable to acts of God.

LIMITATIONS AND EXCLUSIONS

There are no express warranties except as listed above.

INTERVIEW RECORDER SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY PERIOD SET FORTH ABOVE. Some states and provinces do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

Even though we use a quality OEM recorder manufacturer it is still a PC based product with a windows operating system. Recorders may have failures that may affect interview recording. If the interview's being recorded are critical and the recorder needs to work flawlessly Interview Recorder suggests that dual recorders are used and run in parallel.

Interview Recorder 06/01/09