



## Warranty

### Warranty

Products manufactured by EMX are warranted to be free from defects in material and workmanship for a period of one year from date of purchase.

### Policy

The statement of warranty and remedies details the position of EMX Inc., and is the only such statement. It pledges to repair or replace proven defective product at no charge for the specified period. Limitations apply. EMX will not warrant equipment that has been subject to accident, abuse, misuse or improper installation. This warranty is effective only to the original purchaser from EMX. A validated warranty card must be on file with EMX at the time of service request or proof of purchase invoice must be provided. EMX equipment or parts that have been altered or repaired outside its plant, except as authorized by EMX, are not warranted. Repairs are warranted for the remainder of the original warranty period or ninety (90) days from the date of shipment, whichever is longer. Equipment that must be returned to the factory for repair must be pre-approved by the Service Department. Repaired equipment will be returned prepaid (surface freight only). If goods are being returned from outside the United States, the shipper is responsible for all customs and brokerage charges.

### Repair

When returning EMX equipment in other than the original container, assure adequate packing material is present around components to protect against rubbing and impacts. Set the Pan/Tilt Camera to stowing position to protect sensitive electronics and optics.

#### To Return Products for Warranty Repair:

1. Call the EMX Service Department at 800-460-2798 **before** returning any product. You must obtain a Return Authorization (RA) number **before** returning the product.
2. A Return Authorization (RA) number will be assigned by the Service Department. This number must be marked clearly on the **outside** of the package being returned.
3. The Service department will provide a shipping address.

The following information must be included on the packing slip:

- Return Authorization Number
- Reason for return
- Date of purchase
- Returned unit serial number
- Description of the problem

If you have any questions or need assistance call EMX Customer Service at (800) 460-2798, Monday – Friday 8:00 – 5:00 p.m.

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