

## **REPAIR PROCESS**

In the event of product failure, the customer or distributor representative is REQUIRED to contact the Technical Support group (888-288-7644 opt 4) for initial troubleshooting. If the problem cannot be resolved over the phone, an issue number will be provided. After the initial phone call to Technical Support, the SRA process may be completed by visiting the [ATVvideo.com](http://ATVvideo.com) web site ([ATVivision.com](http://ATVivision.com) >> Support Center >> Product Repairs & Returns >> Submit SRA Form).

### **Service Return Authorization Number**

The following information is required to complete a SRA:

- (a) Company name, address, contact, phone#, fax#
- (b) Model number and serial number of unit to be repaired
- (c) Date of Original Purchase, Original PO and Invoice Number
- (d) Reported problem
- (e) Issue # provided by ATV Technical Support

### **Packaging Requirements**

When returning product to the ATV Authorized Service Center for repair, the packaging must be of the same quality as the original equipment packaging in order to protect the equipment from shipping damage. Should product be received damaged, no repair will be performed and product will be returned to sender at sender cost. No product will be accepted for service repair without a valid SRA number that is clearly identified on the exterior of the shipping box. Include a copy of the SRA within the packaging. Any product received without the SRA number reference will be refused and returned the original shipper.

### **Freight Charges**

In bound freight charges are at the customer's expense. Units under warranty will be shipped back after repair in the same manner as received (i.e. UPS / FedEx Ground, 2nd Day, Next Day) at no charge. Expedited return shipping is available by request at the customer's expense.

For Out of Warranty repairs, the customer will be contacted for approval of the repair charge estimate. Return shipping charges for non-warranty repairs are at the customer's expense.

### **Expiration of SRA**

SRA numbers are valid for 30 days. If the unit for service is not received within 30 days of issuing the SRA it will be closed.

### **Out of Warranty Repairs**

Repairs are Out of Warranty if any ONE of the following conditions exists:

- (a) The product was originally purchased from ATV more than 36 months OR 12 months for Economy products. Please refer to the list of economy products at the end of this warranty coverage document.
- (b) The product failed all or in part due to improper use, installation, or maintenance.
- (c) The product has been modified from its original design.
- (d) The product has been tampered with or service has been attempted by other than ATV.

ATV warrants replacement parts and repairs used for non-warranty returns for a period of 90 days from the date of repair.