

# Fusion Limited Warranty:

## Terms of Coverage

Each Fusion branded system sold comes with a 13-month limited warranty. This warranty provides no-charge coverage under normal product usage, for a period of thirteen months from the date the product is shipped from the factory, the warranty period does not commence when the system is installed. This warranty program provides the following key features and benefits;

- Thirteen (13) months service parts and labor.
- Five (5) day turn around time on all standard in-warranty repairs. No charges to the customer other than in-bound shipping charges, which are determined by the shipping method. All return shipments will be via Standard Ground Transportation from California
- Thirteen (13) months of regular hour telephone support (8AM to 5PM PST), Monday through Friday.
- 24-hour email response from the Fusion Support Website during normal hours.
- Software maintenance updates provided via an Internet connection.
- Access to 24-hour music and movie databases and services providing access to thousands of CD and DVD titles and associated information.

## What is NOT Covered under warranty

Fusion products are only sold to professional custom integrators, products, which are not installed by profession, authorized Fusion dealers are not covered under this warranty. A number of items must remain intact in order for Fusion to verify and validate this warranty. Additionally, there are conditions, which violate Fusion's warranty program. These include:

- The product was not purchased through an approved Fusion representative or was re-sold (used).
- Equipment which shall have been subjected to damage, deterioration or malfunction resulting from (a) accident, negligence, misuse, abuse, improper installation or operation or failure to follow instructions contained in the User Manual, (b) improper environmental conditions, such as inefficient cooling and air flow or fluctuating power conditions (such as "brown" or "black" outs), (c) shipment of the product (such claims must be presented to the carrier), (d) repair or attempted repair by anyone other than Fusion or an authorized Fusion Customer Service Center, (e) lightning, tornado, hurricanes, floods, or other events beyond the manufacturer's control (Acts of God).
- Any product, on which the serial numbers has been defaced, modified or removed physically or electronically, will not be covered by a Fusion warranty.
- Any type of unauthorized repair made to the system resulting in the damage to the product will not be covered under this warranty, or ANY installation of unauthorized software not provided by Fusion.
- Damage caused to the product as a result of improper shipping or installation.
- Damage caused to the product as a result of improper installation of third party peripherals or products, or incorrect connections to peripheral or products.
- Any damage to recordings or recording tapes or discs or any other media
- The cost of parts or labor which would be otherwise provided without charge under this warranty, obtained from any source other than Fusion.
- The loss of any data, content, time, or commercial loss, whether real, incidental or consequential.
- Equipment not manufactured by Fusion. With respect to equipment sold by, but not manufactured by Fusion, the warranty obligation of Fusion shall in all respects conform and be limited to the warranty extended by its supplier.
- The foregoing warranties do not cover reimbursement for labor, transportation, removal installation or other expenses, which may be incurred in connection with repair, or replacement of equipment as provided herein, except for ground shipping charges within the USA to return repaired or replacement units to the owner.
- Except as may be expressly provided and authorized in writing by Fusion, Fusion shall not be subject to any other obligations or liabilities whatsoever with respect to equipment manufactured by Fusion or services rendered by Fusion. The foregoing warranties are exclusive and in lieu of all other express and implied warranties except warranties of title, including but not limited to warranties of merchantability and fitness for a particular purpose.

## **How to Return a Product for Repair**

You must contact Fusion's support group at (925) 217-1233 to receive a Return Material Authorization (RMA) number. This number is to be attached to the outside of the shipping carton. The technical support person will give additional instructions. Please be sure to use the original packaging when possible, or provide adequate packaging. It is the responsibility of the customer to insure the product arrives in secure order. Fusion highly recommends insuring the package for an adequate amount to cover the cost of the unit. It will be the customer's responsibility to collect the insurance from any claim for damage in shipping.

## **Out of Warranty Repair**

Fusion provides out of warranty repair service on a flat-rate basis if the system fails the system evaluation test. Minimum charges will apply to evaluate the system. Technical support will provide information on this service at the time of the call.

## **Return Policy**

Fusion provides a 14-day (calendar day) refund from the date of receipt of the product. To qualify, you must have an RMA and the product must be undamaged and returned complete with all accessories and original packaging. There may be a 25% re-stocking charge applied to all products that are opened or scratched. No refunds are allowed on products that are damaged, missing parts, missing original packaging or past the 14-day time period.