



ELMO USA Corp. Service Dept.
 1478 Old Country Road
 Plainview, NY 11803-5006
 Tel: (800) 896-3566
 Fax: (516) 501-0469
 www.elmoussa.com

Instructions for obtaining warranty service

Warranty Terms

The above warranties are subject to the following conditions:

- (1) You must retain your bill of sale or provide other proof of purchase. Completing and mailing in the attached registration card within ten days after the original retail purchase is one way of providing such other proof of purchase.
- (2) Ensure that all warranty servicing of this equipment is performed by an Authorized ELMO Service Center.
- (3) Labor service charges for installation and adjustment of customer controls are not covered by this warranty.
- (4) Warranties extend only to defects in materials or workmanship as limited above and do not extend to any equipment or parts which have been lost or discarded by you or to damage to equipment caused by misuse, accident, improper installation, improper maintenance or use in violation of instructions furnished by us; or to units which have been altered or modified without authorization of ELMO or to damage to equipment or parts thereof which have had the serial number removed, altered, defaced or rendered illegible.
- (5) These warranties are effective only if the equipment is purchased in the U.S.A. and Canada.

How to Obtain Warranty Service

To obtain warranty servicing, you should:

- (1) Arrange for the delivery of the equipment to the Authorized ELMO Service Center. Equipment shipped to the Service Center must be safely and securely packed, preferably in the original shipping carton. Insurance is recommended. All transportation and insurance charges must be prepaid by you. A traceable shipping method is recommended. **NOTE: In the USA a return material authorization (RMA) number is not required and will not be issued.**
- (2) Provide a letter explaining the defect (See Page 3 of this document) and also a copy of the bill of sale or other proof of purchase.
- (3) If you have any question about service, please contact one of the following ELMO Service Centers:

USA

ELMO USA Corp Service Center 1478 Old Country Road Plainview, NY 11803 Tel: 800-896-3566

CANADA

Video Experts 400 Matheson Blvd. - Unit 5 Mississauga, ON L4Z 1N8 Tel: 800-722-3973	Video Experts 145 Barr Street – Unit 2 St. Laurent, QC H4T 1W6 Tel: 800-722-3973
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Other legal information

ALL WARRANTIES IMPLIED BY STATE LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE LIMITED WARRANTIES SET FORTH ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. WITH THE EXCEPTION OF ANY WARRANTIES IMPLIED BY STATE LAW AS HEREBY LIMITED, THE FOREGOING EXPRESS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, AGREEMENTS AND SIMILAR OBLIGATIONS OF MANUFACTURER OR SELLER WITH RESPECT TO THE REPAIR OR REPLACEMENT OF ANY EQUIPMENT OR PARTS.

IN NO EVENT SHALL ELMO BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation may not apply to you.

Note: ELMO reserved the right to replace, at our discretion, any unit sent for warranty servicing with a replacement unit of equal or greater value. This replacement unit may be considered factory refurbished.



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Instructions for obtaining non-warranty service

How to Obtain Non-Warranty Service

To obtain non-warranty servicing, you should:

- (1) Arrange for the delivery of the equipment to the Authorized ELMO Service Center. Equipment shipped to the Service Center must be safely and securely packed, preferably in the original shipping carton. Insurance is recommended. All transportation and insurance charges must be prepaid by you. A traceable shipping method is recommended. **NOTE: In the USA a return material authorization (RMA) number is not required and will not be issued.**
- (2) Provide a letter explaining the defect (See Page 3 of this document).
- (3) If you have any question about service, please contact one of the following ELMO Service Centers:

USA	CANADA	
ELMO USA Corp Service Center 1478 Old Country Road Plainview, NY 11803 Tel: 800-896-3566	Video Experts 400 Matheson Blvd. - Unit 5 Mississauga, ON L4Z 1N8 Tel: 800-722-3973	Video Experts 145 Barr Street – Unit 2 St. Laurent, QC H4T 1W6 Tel: 800-722-3973

After your equipment arrives (USA Customers)

- (1) A written estimate will be provided to you after your unit is evaluated. The estimate will included all parts and labor to return the equipment to good working order.
- (2) There are three options for answering your estimate:
 - (a) You would like to have the repair completed. If this box is selected you equipment will be repaired and returned to you once full payment of the estimate is received. All payments must be made via a check or credit card. You will not be billed and a purchase order will not be accepted.
 - (b) You would not like to have your repair completed and would like the equipment returned. If this box is selected the equipment will be returned after payment of the estimation fee and the return shipping charges. The estimation fee is \$43.50.
 - (c) You would not like to have your repair completed and would like to abandon your equipment. If this box is selected your equipment will become the property of ELMO USA Corp. and recycled according to local law.



Service Request Form

To help us serve you better, please complete the following information:

Company / Organization	Telephone	
Contact Name		
Address		
City	State	Zip
E-mail Address		
Description of Problem		

ELMO PRODUCT NAME	SERIAL NUMBER
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