



Limited Warranty and Disclaimer

This Limited Warranty and Disclaimer extends only to products purchased directly from AMX or an AMX Authorized Partner which include AMX Dealers, Distributors, VIP's or other AMX authorized entity.

AMX warrants its products to be free of defects in material and workmanship under normal use for three (3) years from the date of purchase, with the following exceptions:

- Electroluminescent and LCD Control Panels are warranted for three (3) years, except for the display and touch overlay components are warranted for a period of one (1) year.
- Disk drive mechanisms, pan/tilt heads, power supplies, and MX Series products are warranted for a period of one (1) year.
- AMX lighting products are guaranteed to switch on and off any load that is properly connected to our lighting products, as long as the AMX lighting products are under warranty. AMX also guarantees the control of dimmable loads that are properly connected to our lighting products. The dimming performance or quality there of is not guaranteed, impart due to the random combinations of dimmers, lamps and ballasts or transformers.
- AMX software is warranted for a period of ninety (90) days.
- Batteries and incandescent lamps are not covered under the warranty.
- AMX AutoPatch Epica, Modula, Modula Series4, Modula CatPro Series and 8Y-3000 product models will be free of defects in materials and manufacture at the time of sale and will remain in good working order for a period of three (3) years following the date of the original sales invoice from AMX. The three-year warranty period will be extended to the life of the product (Limited Lifetime Warranty) if the warranty card is filled out by the dealer and/or end user and returned to AMX so that AMX receives it within thirty (30) days of the installation of equipment but no later than six (6) months from original AMX sales invoice date. The life of the product extends until five (5) years after AMX ceases manufacturing the product model. The Limited Lifetime Warranty applies to products in their original installation only. If a product is moved to a different installation, the Limited Lifetime Warranty will no longer apply, and the product warranty will instead be the three (3) year Limited Warranty.



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All products returned to AMX require a Return Material Authorization (RMA) number. The RMA number is obtained from the AMX RMA Department. The RMA number must be clearly marked on the outside of each box. The RMA is valid for a 30-day period. After the 30-day period the RMA will be cancelled. Any shipments received not consistent with the RMA, or after the RMA is cancelled, will be refused. AMX is not responsible for products returned without a valid RMA number.

AMX is not liable for any damages caused by its products or for the failure of its products to perform. This includes any lost profits, lost savings, incidental damages, or consequential damages. AMX is not liable for any claim made by a third party or by an AMX Authorized Partner for a third party.

This Limited Warranty does not apply to (a) any AMX product that has been modified, altered or repaired by an unauthorized agent or improperly transported, stored, installed, used, or maintained; (b) damage caused by acts of nature, including flood, erosion, or earthquake; (c) damage caused by a sustained low or high voltage situation or by a low or high voltage disturbance, including brownouts, sags, spikes, or power outages; or (d) damage caused by war, vandalism, theft, depletion, or obsolescence.

This limitation of liability applies whether damages are sought, or a claim is made, under this warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation of liability cannot be waived or amended by any person. This limitation of liability will be effective even if AMX or an authorized representative of AMX has been advised of the possibility of any such damages. This limitation of liability, however, will not apply to claims for personal injury.

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AMX Authorized Partner Warranty Policy

All products returned to AMX require a Return Material Authorization (RMA) number. The RMA number is obtained from the AMX RMA Department. The RMA number must be clearly marked on the outside of each box. The RMA is valid for a 30-day period. After the 30-day period the RMA will be cancelled. Any shipments received not consistent with the RMA, or after the RMA is cancelled, will be refused. AMX is not responsible for products returned without a valid RMA number.

Warranty Repair Policy

- AMX will repair any defect due to material or workmanship issues during the applicable warranty period at no cost to the AMX Authorized Partner., provided that the AMX Authorized Partner is responsible for in-bound freight and AMX is responsible for out-bound ground freight expenses.
- *The AMX Authorized Partner is required to contact AMX Technical Support to validate the failure before pursuing this service.*
- AMX will complete the repair and ship the product within five (5) business days after receipt of the product by AMX. The AMX Authorized Partner will be notified if repair cannot be completed within five (5) business days.
- Products repaired will carry a ninety (90) day warranty or the balance of the remaining warranty, whichever is greater.
- Products that are returned and exhibit signs of damage or unauthorized use will be processed under the Non-Warranty Repair Policy.
- AMX will continue to provide Warranty Repair Services for products discontinued or replaced by a Product Discontinuance Notice.

Non-Warranty Repair Policy

- Products that do not qualify to be repaired under the Warranty Repair Policy due to age of the product or Condition of the product may be repaired utilizing this service.
- *The AMX Authorized Partner is required to contact AMX Technical Support to validate the failure before pursuing this service.*
- Non-warranty repair is a billable service.
- Products repaired under this policy will carry a ninety (90) day warranty on material and labor.
- AMX will notify the AMX Authorized Partner with the cost of repair, if cost is greater than the Standard Repair Fee, within five (5) days of receipt.
- The AMX Authorized Partner must provide a Purchase Order or credit card number within five (5) days of notification, or the product will be returned to the AMX Authorized Partner.
- The AMX Authorized Partner will be responsible for in-bound and out-bound freight expenses.
- Products will be repaired within ten (10) business days after AMX Authorized Partner approval is obtained.
- Non-repairable products will be returned to the AMX Authorized Partner with an explanation.
- See *AMX Non-Warranty Repair Price List* for minimum and Standard Repair Fees and policies.



AMX Authorized Domestic Partner Service Policy

Advance Replacement Policy – Within 2 months

- AMX will provide overnight Advance Replacement products to AMX Authorized Partner during the **first 2 month** period of the AMX warranty term if equipment fails to perform.
- *The AMX Authorized Partner must contact AMX Technical Support to validate the failure before pursuing this service.*
- To help maintain AMX Authorized Partner and AMX records, a Purchase Order will be required from the AMX Authorized Partner.
- The AMX Authorized Partner will be invoiced only for the price of the Advance Replacement, but not freight.
- AMX will issue an RMA for the defective product.
- To be eligible for credit, the AMX Authorized Partner must agree to return the defective product within thirty (30) days of issuance of the RMA.
- Credit will be applied to the AMX Authorized Partner account for up to the original purchase price within fifteen (15) business days after receipt and verification of the defective product. The actual amount of credit will be subject to the condition of the product returned.
- This service is subject to product availability.
- AMX will continue to provide Advance Exchange support, per the above-mentioned guidelines, for product that has been discontinued or replaced via a Product Discontinuance Notice. It will be at AMX's sole discretion as to if a replacement product or the original product will be used as the Advanced Exchange unit.

Advance Replacement Policy – 3 - 12 months

- AMX will provide overnight Advance Replacement products to AMX Authorized Partner during the **first 3-12 month** period of the AMX warranty term if equipment fails to perform.
- *The AMX Authorized Partner must contact AMX Technical Support to validate the failure before pursuing this service.*
- There is a 20% Advance Replacement fee added to the cost of the replacement unit.
- The AMX Authorized Partner is responsible for out-bound freight expenses.
- To help maintain AMX Authorized Partner and AMX records, a Purchase Order will be required from the AMX Authorized Partner for the Advanced Replacement unit, the applicable fee and freight expenses.
- AMX will issue an RMA for the defective product.
- To be eligible for credit, the AMX Authorized Partner must agree to return the defective product within thirty (30) days of issuance of the RMA.
- Credit will be applied to the AMX Authorized Partner account for up to the original purchase price within fifteen (15) business days after receipt and verification of the defective product. The actual amount of credit will be subject to the condition of the product returned.
- This service is subject to product availability.
- AMX will continue to provide Advance Exchange support, per the above-mentioned guidelines, for product that has been discontinued or replaced via a Product Discontinuance Notice. It will be at AMX's sole discretion as to if a replacement product or the original product will be used as the Advanced Exchange unit.



AMX Authorized Domestic Partner Service Policy

Return for Credit

- During the **first six-months** of the warranty period, AMX will allow the AMX Authorized Partner to return product purchased from AMX by the AMX Authorized Partner for credit (service fees may apply).
- Credit will be applied to the AMX Authorized Partner account within fifteen (15) business days after receipt and verification of the returned product. The actual amount of credit will depend on the following factors:
 - Physical condition of the product returned
 - Whether all of the accessories and components of the assembly are returned
 - Age of the product
- Product returned **less than four (4) months** after purchase will be credited at a maximum of 85% of the original purchase price if the product has not been opened. For product that has been opened, the maximum credit will be 75%.
- Product returned **four (4) to six (6) months** after purchase will be credited at a maximum of 75% of the original purchase price if the product has not been opened. For product that has been opened, the maximum credit will be 45%.
- Obsolete product not eligible for credit.
- AMX reserves the right to disallow any returns of product for credit after the issuance of an AMX Product Discontinuance Notice (PDN).



AMX Authorized Platinum/Platinum Plus/National Account/World Partner Service Policy

Platinum/Platinum Plus/National Account/World Partner – Advance Replacement Policy within 4 Months

- AMX will provide overnight Advance Replacement products to AMX Authorized Partner during the **first 4 month** period of the AMX warranty term if equipment fails to perform.
- *The AMX Authorized Partner must contact AMX Technical Support to validate the failure before pursuing this service.*
- To help maintain AMX Authorized Partner and AMX records, a Purchase Order will be required from the AMX Authorized Partner.
- The AMX Authorized Partner will be invoiced only for the price of the Advance Replacement, but not freight.
- AMX will issue an RMA for the defective product.
- To be eligible for credit, the AMX Authorized Partner must agree to return the defective product within thirty (30) days of issuance of the RMA.
- Credit will be applied to the AMX Authorized Partner account for up to the original purchase price within fifteen (15) business days after receipt and verification of the defective product. The actual amount of credit will be subject to the condition of the product returned.
- This service is subject to product availability.
- AMX will continue to provide Advance Exchange support, per the above-mentioned guidelines, for product that has been discontinued or replaced via a Product Discontinuance Notice. It will be at AMX's sole discretion as to if a replacement product or the original product will be used as the Advanced Exchange unit.

Platinum/Platinum Plus/National Account/World Partner – Advance Replacement Policy 5 - 12 months

- AMX will provide Advance Replacement products to AMX Authorized Platinum/Platinum Plus/Nation Account Partner during the **first 5-12 month** period of the AMX warranty term if equipment fails to perform.
- *The AMX Authorized Partner must contact AMX Technical Support to validate the failure before pursuing this service.*
- There is a 20% Advance Replacement fee added to the cost of the replacement unit.
- The AMX Authorized Partner is responsible for out-bound freight expenses.
- To help maintain AMX Authorized Partner and AMX records, a Purchase Order will be required from the AMX Authorized Partner for the Advanced Replacement unit, the applicable fee and freight expenses.
- AMX will issue an RMA for the defective product.
- To be eligible for credit, the AMX Authorized Partner must agree to return the defective product within thirty (30) days of issuance of the RMA.
- Credit will be applied to the AMX Authorized Partner account for up to the original purchase price within fifteen (15) business days after receipt and verification of the defective product. The actual amount of credit will be subject to the condition of the product returned.
- This service is subject to product availability.
- AMX will continue to provide Advance Exchange support, per the above-mentioned guidelines, for product that has been discontinued or replaced via a Product Discontinuance Notice. It will be at AMX's sole discretion as to if a replacement product or the original product will be used as the Advanced Exchange unit.



AMX Authorized Platinum/Platinum Plus/National Account/World Partner Service Policy

Platinum/Platinum Plus/National Account/World Partner – Return for Credit

- During the **first six-months** of the warranty period, AMX will allow the AMX Authorized Partner to return product purchased from AMX by the AMX Authorized Partner for credit (service fees may apply).
- Credit will be applied to the AMX Authorized Partner account within fifteen (15) business days after receipt and verification of the returned product. The actual amount of credit will depend on the following factors:
 - Physical condition of the product returned
 - Whether all of the accessories and components of the assembly are returned
 - Age of the product
- Product returned **less than four (4) months** after purchase will be credited at the original price paid by the AMX Authorized Partner if the product has not been opened. For product that has been opened, the maximum credit will be 85%.
- Product returned **four (4) to six (6) months** after purchase will be credited at a maximum of 85% of the original purchase price if the product has not been opened. For product that has been opened, the maximum credit will be 75%.
- Obsolete product not eligible for credit.
- AMX reserves the right to disallow any returns of product for credit after the issuance of an AMX Product Discontinuance Notice (PDN).