

## Vizziq™ Warranty Policy

To register your Vizziq, please click the following link or scan the QR code:



[Bit.ly/Vizziqwarranty](https://bit.ly/Vizziqwarranty)

### **What is covered under the manufacturer's limited warranty?**

Vizziq™ Neuromuscular Trainer is warranted to be free from defects in materials and workmanship for the duration of 1 year from the date of purchase for components and 10 years on the frame of the Unit.

### **What is not covered under the manufacturer's limited warranty?**

The manufacturer's limited warranty does not cover:

- Device failure due to misuse or negligence
- Normal wear and tear
- Improper storage
- Lack of protection during transportation and/or traveling
- Products or accessories not sold by Vizziq
- Problems that result, directly or indirectly from:
  - External causes such as accident, abuse, or misuse
  - Failure to follow the Unit instructions
  - Usage that is not in accordance with the Unit instructions
  - Servicing of Unit not authorized by Vizziq
  - Using accessories, parts, or components not supplied to Customer by Vizziq
- Units with missing or altered serial numbers

### **How to submit a warranty claim?**

For issues that cannot be resolved by consulting the online User Manual/Guide and FAQs; please contact Vizziq Support:

- Online through our Support request form
- By phone:
- By email: [support@vizziq.com](mailto:support@vizziq.com)
  - Please include your Support ticket number
  - Proof of purchase

Upon approval of the RMA, Support will email the Customer the complete instructions for the return of the Unit.

Vizziq will repair or replace any non-conforming Unit. The repaired or replaced Unit will carry the balance of the original warranty or 90 days from its shipment to the Customer, whichever is longer. If it is determined that a defect does not exist on the Unit, the Customer will reimburse Vizziq for all expenses associated with the return of the Unit.

### **Are there any shipping charges?**

Charges for shipping the Unit TO Vizziq are the Customer's responsibility.

Vizziq may pay ground freight charges (within the United States only) to ship a repaired or replacement Unit to the Customer. The Customer is responsible for any expedited shipping charges FROM Vizziq, as well as any duties and customer charges, any freight insurance, and any shipping charges outside of the United States.

Vizziq is not responsible for lost or damaged Units being shipped to or from Vizziq.

### **Shipping the Unit for Warranty Repairs/Replacement**

Once the Customer's RMA request is approved, an RMA number will be issued. The Customer must take the following steps when returning the covered Unit:

- Ensure that the Unit is shipped in a properly padded package to protect against damages during shipping.
- Write the RMA number on the outside of the package above the SHIP-TO address.

### **Disclaimer of Warranties**

EXCEPT AS SET FORTH IN THE APPLICABLE WARRANTY CONTAINED HEREIN, CUSTOMER TAKES THE UNIT "AS IS" AND VIZZIQU MAKES NO WARRANTY OR REPRESENTATION AND THERE ARE NO CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO: THE MERCHANTABILITY OF THE PRODUCT OR ITS FITNESS FOR ANY PARTICULAR PURPOSE OR USE; WARRANTIES OF TITLE OR NON-INFRINGEMENT; DESIGN, CONDITION, QUALITY, OR PERFORMANCE OF THE PRODUCT; THE WORKMANSHIP OF THE PRODUCT OR THE COMPONENTS CONTAINED THEREIN; OR COMPLIANCE OF THE PRODUCT WITH THE REQUIREMENTS OF ANY LAW, RULE SPECIFICATION OR CONTRACT PERTAINING THERETO.