

Warranty and Service

Tech Werks, Inc. will supply 2 hours of phone support to the customer 30 days from the date of shipping. This support will be directly related to the product supplied by Tech Werks. Technical support will be supplied in 3 ways, phone support, product return and on-site support. On-site support will be quoted by Tech Werks at the time of the request. After 30 days, phone support will be billed at \$25 a unit. Each unit is 15 minutes. This charge will be at the discretion of technical support personal. All products have a 12-month parts and labor warranty. Tech Werks, Inc. will repair or replace the product based type of failure, and will not cover customer neglect.

Return Policy

Equipment may only be returned if found to be defective. The video equipment may be returned for repair or replacement as determined by the Manufacturer. Customers with a Warranty Claim must obtain a Return Merchandise Authorization Number. Tech Werks will not accept any product without a Return Merchandise Authorization Number (RMA). This RMA will be issued directly from Tech Werks through their website (tech-werks.net) or by calling 828-273-7367. All merchandise returned to Tech Werks will be freight prepaid via one of Tech Werks designated carriers and insured by the carrier.

Shipping

The Customer is responsible for all shipping charges to the manufacturer and must include shipping insurance. Equipment that is repaired or replaced under the terms of the warranty will be shipped back to the Customer at the manufacturer's expense.

Extended Warranty

Expended warranty and out of warranty replacement programs are available. Extended warranty must be purchased directly from Tech Werks, Inc. before the original 12-month warranty expires.

Details

For the purposes of this document:

“Company” means Tech Werks, Inc. and it's related companies.

“Customer” means the party to whom the Company is supplying equipment and service.

“Warranty Period” means the length of time for which the terms described in this document are applicable. If the Contract doesn’t specify a Warranty Period then it shall be 1 (one) Year.

1. Except as set out below, the Company’s liabilities (if any) following the receipt of the Video Encoder by the Purchaser shall be limited to those matters expressly referred to in the Contract.

2. Tech Werks, Inc. hereby warrants that any equipment supplied by it through it's licensed dealer, Church On Video LLC, shall be free from defects in materials, design or workmanship for the Warranty Period.

3. Should any such defects arise, the Company’s liability for any loss, injury, damage, expense or other claim (whether arising in contract, tort or otherwise) arising out of the supply of such defective equipment shall be limited to making good the defective equipment by repair or replacement (at the option of the Company) and with all reasonable speed.

4. The Company shall have no liability for any loss or damage caused by the defective equipment or in connection with any site work, loss of use (including train delays and disruption), dismantling/extraction costs or other associated costs arising as a result of the equipment failure.

5. The Company shall have no liability where the defect is attributable to wear and tear, tampering, any alteration (including software installs and removal of software when applicable) or repair carried out without the Company’s prior written consent or any misuse or neglect of the equipment which is inconsistent with the Company’s documented recommendations.

6. The Company’s obligation to repair or replace defective equipment is subject to the Purchaser returning the defective equipment to the Company’s works (at the Purchaser’s cost) with the serial numbers and any seals intact.

7. Where the defective equipment cannot reasonably be removed from site then on receipt of written notice of such defect, the Company will make appropriate arrangements with the Purchaser to attend on site to repair or replace the defective equipment.

8. Should any defect be attributable to causes outside the responsibility of the Company, then the full costs of handling, assessment and repair shall be chargeable to the Purchaser at the Company’s normal rates.

9. Repaired or replaced items shall have their warranty pursuant to Paragraph 2 above extended by three months or until the date when the original Warranty Period would have expired, whichever is the later provided that the warranty shall not in any event extend beyond 12 months from the end of the original Warranty Period. The warranty extension on repaired items extends only to the part of the equipment, which was the subject of repair. The warranty is not extended to subsequent faults which are unrelated to the original fault(s).

10. The need to adjust any equipment that normally requires initial adjustment upon installation or which is otherwise identified as being subject to adjustment shall not be considered a defect and shall not extend the warranty period for such equipment.

11. The warranty set out in item 2 above shall apply to the exclusion of any other warranty or condition, whether express or implied, and to the maximum extent permissible by law.