



## PRODUCT WARRANTY

### QUICK FACTS:

For information about products or support services:

Phone: +39 0968 1945299 – email: [info@rfebroadcast.com](mailto:info@rfebroadcast.com) – web: [www.rfebroadcast.com](http://www.rfebroadcast.com)

To open a ticket online, please follow this link: <http://rfebroadcast.com/network-support/>

### Standard Warranty Services

- Technical support during office hours;
- After-hours emergency phone support for “down or off air” issues
- Quick shipment of spare parts
- Software updates and bug fixes

*For any additional warranty services, please feel free to contact RFE team*

### STANDARD WARRANTY POLICY CONDITIONS

Product type	Standard warranty period
RFE manufactured products	24 months
Customized products: products modified to meet a customer’s requested configuration or specification	24 months
Products sold as resale	According to manufacturer’s policy
RFE used equipment	12 months
Replacement Parts – within Product Warranty Period	Longer of applicable product warranty
Replacement Parts – Post Product Warranty Period	6 months from shipment

Regarding the Warranty and Service conditions, **RFE Broadcast Srl** will provide warranty on the supplied equipment over a period of **24 months EX WORKS** from the date of shipment.

During the above warranty period the following standard services are included free of charge:

- technical phone and/or e-mail support from factory or from international local technical workforce (if available in the Customer area) during office hours (for assistance during non-office hours, please contact us)
- Free of charge software upgrade or bug correction
- Remote failure identification and correction with support of the customer technical staff

#### Head Office:

Via Marevitano 26, 88042 Falerna [CZ] – Italy  
Ph: +39 0968 1945299 – Fax: +39 0968 93134



# RFE

MAKING  
BROADCAST  
SMARTER

RFE BROADCAST srl  
info@rfebroadcast.com – [www.rfebroadcast.com](http://www.rfebroadcast.com)  
VAT: IT03406950794 – Numero REA CZ-198217

During the warranty period, subjected to the conditions and limitations set forth below, **RFE Broadcast Srl** will, at its option, either repair or replace any part of its equipment that are proved to be defective by reasons of improper workmanship or materials. In such case **RFE Broadcast Srl** has the right to decide whether making the repair at its premises or on customer's site. In this last case Customer obliges itself to grant access to **RFE Broadcast Srl** authorized technician to the equipment site.

In case of repair at **RFE Broadcast Srl** premises, the Customer will pay for shipping costs of defective part to Italy and back; **RFE Broadcast Srl** will repair the goods at no cost for the customer.

In case of repair on site the Customer will pay for trip and living costs of **RFE Broadcast Srl** technician, whereas the workmanship and parts will be at **RFE Broadcast Srl** charge.

If agreed between **RFE Broadcast Srl** and Customer, reparation of identified failures can also be done shipping new parts to Customer with site replacement made by Customer's technical staff. In this case all parts defective need to be shipped back to **RFE Broadcast Srl** after replacement following instructions from RFE Broadcast Srl shipment dept.

In no event will **RFE Broadcast Srl** liability exceed the amount paid by the customer for the product subject to warranty.

This warranty does not cover any damage to products that results from accident, abuse, misuse, natural or personal disaster, or any unauthorized disassembly, repair, or modification. **RFE Broadcast Srl** will not refund any other request of damage out of details given by above warranty terms.

NOTE: For transistors replacement, in order to evaluate if the warranty is applicable or not, the equipment must be returned to the factory to investigate the reasons of the breakage.

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