

Warranty, Repairs & Returns

WARRANTY

Aiphone warrants its products to be free from defects in material and workmanship under normal use and service for a period of one, two, or three years (depending on the product) after installation to the ultimate user. Proof-of-purchase is required to verify warranty period, otherwise warranty will be based on product lot code.

Products with Extended Warranties

From the date of installation to the ultimate user, video intercom products are warranted for a period of two years, the NHX Series and MarketCom MC-60/4A and MC-60/4B intercom stations (excluding coil cords) are warranted for a period of three years, and Audio-only systems are warranted for a period of one year.

Aiphone Wire Warranty

Aiphone's limited warranty is extended by 1 year when product is installed using Aiphone wire.

Repairs Under Warranty

At our discretion, Aiphone will repair free of charge or replace at no charge Aiphone product that, upon examination by an Aiphone Repair Technician, is proven to be defective and under warranty. Aiphone reserves the right to make the final decision whether there is a defect in materials and/or workmanship, and whether or not the product is within the warranty.

This warranty shall not apply to any failure caused by improper installation or use in violation of the instructions, abuse, negligence, electrical surge including damage from lightning, water or any other physical damage, or damage caused from batteries.

This warranty covers bench repairs by the Aiphone Repair Department only, and does not extend to units that have been repaired or altered outside of the factory. Aiphone is not responsible for any costs incurred involving on-site service calls.

REPAIRS

Product Repair Policy

[Aiphone Technical Service](#) provides troubleshooting assistance that may eliminate the need to send a unit in for repair. If Technical Service has determined that your unit requires service, please [Download a Repair Order Request Form](#). Fill out the form and fax or email to [Customer Service](#), and you will receive your Repair Order number by return fax or email. When sending in your unit, reference Aiphone's RO number and include a copy of the invoice to verify warranty. Aiphone will repair or replace out-of-box defective product at no charge (see complete Warranty for specific details).

Send product to:

Attn: Repair Department
Aiphone Corporation
1700 130th Avenue NE
Bellevue, WA 98005
RO# _____

PRODUCT RETURNS

Product Return Policy

Products listed in the current price list may be returned on a quarterly basis as a stock adjustment. They must be in new condition, in original undamaged cartons, and returned within one month of receiving the Return Authorization (RA) number. Product over 2 years old will not be accepted for return. Product custom modified by Aiphone or by customer is categorized as non-returnable. We are also not able to accept returns of the TW-series tower items or wire. All tower and wire sales are final.

These returns will be assessed the following restocking fees:

- 0% -- with equal or greater value replacement order
- 10% -- with no replacement order
- 20% -- unauthorized return (including refused C.O.D.)