

Depot Warranty

Summary

System Warranty

Now Micro digital signage media players have a 3 year depot warranty covering the internal hardware components. The components not covered by Now Micro's depot warranty include all software, software media, customer images and special order parts.

External components (monitors, keyboards, mice, printers, etc.) have a 30-day DOA period. After 30 days, the manufacturer warranty applies.

System Services

Service labor and parts are covered by the depot warranty, but it is the responsibility of the customer to safely transport the system to Now Micro. It is Now Micro's responsibility to return the system to the customer. All systems coming in for service must have a service case number assigned by Tech Support or the system will be refused.

RMA

Cross-ship RMAs are available. Now Micro will ship the part Fed Ex ground to the location at no charge. If a faster shipping method is desired, there will be a freight charge appropriate to the shipping method. It is the customer's responsibility to get the original part back to Now Micro in an approved shipping box or original packaging within 15 days of receiving the replacement.

Now Micro warrants this media player to be free from defects in material and workmanship for 3 years from the date of invoice, depending on the length of coverage originally purchased. Items covered by the warranty include: mainboard, hard drive, processor, memory, NIC, optical drive, video card and power supply.

Parts covered by the items' manufacturer (i.e. Sony, Seagate, etc.) warranty include but are not limited to: software, cables, tape drives, keyboards, mice, speakers, external drives, monitors, surge protectors, UPS devices and any item that is special ordered. Most manufacturers require original packaging, so we recommend retaining all original packing boxes and materials.

The customer is responsible for providing Now Micro with a proof of purchase by a copy of the original invoice, original invoice number or system serial number for lookup; and to obtain a Service Repair Number prior to:

A. Returning the system to Now Micro through the Will Call area. If a system is brought in through Will Call, it must be picked up at this same area after repair.

B. Shipping the unit to Now Micro freight prepaid in the original shipping container or equivalent with appropriate packing material to prevent damage during transit.

Now Micro will ship the system back to the customer via Fed Ex ground at no charge after repair. An expedited shipping method may be used at an additional charge. Physical damage to a system voids the warranty whether it occurred prior to or during the shipping process. It is the shipping entity's responsibility to file a freight claim. If a system is damaged in transit to the customer, Now Micro needs to be notified within 36 hours so a freight claim can be processed.

Repairs

Now Micro recommends back-up of data from any machine before servicing. Now Micro does not warranty data or information on hard drives. Now Micro will replace any failed component covered under warranty with a part of equal or greater value (new or reconditioned at Now Micro's discretion). The system will be repaired in a manner that is comparable to its original configuration at the time of invoice. Any additional hardware, software or modifications taking place after the original assembly are not covered by this warranty.

Now Micro reserves the right to void a warranty if there are, in Now Micro's opinion, signs of physical damage, misuse, negligence, non-Now Micro parts that contributed to the system failure or lack of protection from environmental concerns. Any changes made to the system drivers or settings by the end user that result in a failure are not covered by Now Micro and may result in additional charges. Any service system found to have problems caused strictly by software corruption will be subject to a labor fee and any applicable freight.

Customers requesting a DOA Return must complete the Now Micro Support request Form. This form can be completed and submitted electronically via the Now Micro portal site (portal.nowmicro.com), or can be obtained through emailing a Service Representative at support@nowmicro.com. Customers have 30 days from the date of invoice to request a DOA service ticket, in order to qualify for expedited repair and overnight freight paid by Now Micro. DOA claims made after 30 days will be subject to the standard warranty repair terms. All DOA products returned must be re-packed in the original package with all manuals, cables, and accessories as received by the customer.