

## WARRANTY & SERVICE GUIDELINES

Lightspeed Technologies product warranties and service repairs have continually set the industry standard. Lightspeed's top priority is ensuring optimal system operation, resulting in minimal downtime for our customers. Our extensive product warranties are standard with every Lightspeed system purchased.

### Warranty Information:

Activate and Classroom Audio Systems (Activate Station, Redcat Access, Topcat Access, 955 Access, Access Link, Multimike, Redcat Presenter Kit)

Lightspeed's classroom audio products are under warranty for five (5) years. Components of the five (5) year warranty include:

- Warranty on primary components including: amplifier, charging station, group speakers, and remote is five (5) years.
- Warranty on Access microphones is five (5) years.
- Warranty on Infrared microphones, Infrared microphone charger, lapel and earset microphones is one (1) year.
- Warranty on Lightspeed NiMH rechargeable batteries is one (1) year.
- Warranty does not extend to finish, appearance items, or malfunctions due to abuse or operation other than specified conditions, nor does it extend to incidental or consequential damages. Repair by other than Lightspeed or its authorized service agencies will void this warranty. Information on authorized service agencies is available from Lightspeed Technologies, Inc.
- Immediate replacement of system or components requiring service will be sent to customer to minimize system downtime (see Warranty Exchange section below).

### Installations

Warranty information for workmanship and cabling included in a Lightspeed installation

- Warranty on cabling to be free from defects for one (1) year from date of installation
- Repair or replacement at Lightspeed's option any defective cabling materials provided by Lightspeed
- Warranty on workmanship of installation for one (1) year from date of installation
- Does not cover damages resulting from accident, misuse or abuse or lack of reasonable care of materials
- Does not cover damage resulting from work performed by other companies (i.e. HVAC, Fire Alarm, Sprinkler, etc.)

### Warranty Exchange:

Lightspeed has a Warranty Exchange Program in place for all **Activate and Classroom Audio systems** within the warranty period. If customers experience an issue with their system, a Lightspeed Technician will troubleshoot over the phone. If the system or component requires service, a replacement will immediately be sent to the customer to minimize downtime. Customers will receive replacement product(s) within 2-3 business days along with a prepaid return label so malfunctioned equipment can be returned to Lightspeed.

Any replacement equipment will be of the highest quality and remain covered under the original warranty.

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**Service Guidelines:**

Lightspeed systems are directly supported and serviced at our service center and company headquarters in Tualatin, Oregon. Customers always have the option of calling to speak with a service technician to identify and resolve any issues at no additional charge. Lightspeed also offers an on-line service request form customers can complete and a service technician will contact them at the customer's preferred time and convenience.

Regular Warranty items will be evaluated and usually repaired and shipped within 48 hours.

**Charges**

- A purchase order or credit card number must be received prior to doing "For Charge" service work.
- "For Charge" work will be completed as quickly as possible, usually within 48 hours of receipt of a hard copy of the purchase order or credit card number.
- There is a \$100 per hour fee with a \$50.00 minimum repair charge for non-warranty repairs.

New or additional items purchased through the Service Department will be charged shipping and handling, such as additional batteries or other components not sent in for repair.

Lightspeed also offers an on-line interactive troubleshooting tutorial of our systems at [www.lightspeed-tek.com](http://www.lightspeed-tek.com).

## **RETURN & EXCHANGE POLICY**

Any product may be returned within 30 days from invoice date for a full refund of the purchase price. The process for returning for credit is as follows:

- Call Lightspeed for a return authorization (RA) number.
  - Upon receipt of number, send in product with RA number written clearly on the outside of the box.
  - Exchanging equipment of equal or lesser value would not require an additional purchase order.
  - If product is not in “like new” condition, Lightspeed will deduct an appropriate amount, upon Lightspeed’s best judgment regarding damage to the product.
  - If outside of the 30 days from purchase date, a customer may return product with a 15% restock fee, if product is in “like new” condition.
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## DELIVERY LEAD TIMES

Lightspeed is able to deliver products no later than 13 calendar days after receipt of order for quantities of one to 25 systems. A lead-time chart for various system quantities is provided below\*:

<b>Number of Systems</b>	<b>Domestic Lead Time</b>
1 – 25	13 calendar days
11 – 50	18 calendar days
51 – 75	20 calendar days
> 75	By arrangement with customer

\*The above lead times are standard and reflect maximum ground shipping days (e.g. cross-country from our Tualatin headquarters). Smaller orders and/or closer destinations will receive orders sooner than the standard times provided.