



Xenonics Holdings, Inc
3186 Lionshead Ave.
Carlsbad, CA 92010

SUPERVISION®

Warranty

Xenonics warrants its products to the original purchaser to be free from defects in materials and workmanship for a period of one (1) year from original date of purchase. Within the warranty period, Xenonics will, at its option, repair or replace, without charge, any product proved defective in material or workmanship and returned to Xenonics in accordance with Xenonics return policies. The warranty does not apply to items exposed to abuse, accident, misapplication, neglect, alteration, misuse, or repair by anyone other than Xenonics or its designated representatives. The original purchaser is entitled to this warranty only if the date of purchase is registered electronically at www.xenonics.com or if the original purchaser can provide proof of purchase to the satisfaction of Xenonics Holdings, Inc. that the product was purchased in the preceding 12 months. Some limitations apply. This warranty is only valid in the United States. All warranty repairs/replacements are warranted for 90 days or the original warranty period (whichever is longer).

Getting Help

The **Customer Service & Technical Support Department** is available to assist you during normal business hours (Monday through Friday, 7:30 a.m. to 4:00 p.m. Pacific Time) with technical help, product information, pricing, ordering and/or delivery and return material authorization requests (RMA). If calling for an RMA, please have your SuperVision serial number and any affected parts and accessories nearby.

Xenonics Customer Service: (888) 603-4004 (USA and Canada) or email: customerservice@xenonics.com

Return Procedure

What You Need to Do

To return an item to Xenonics, whether in or out of warranty, for repair or replacement, please follow these steps:

1. Contact Customer Service to get a **Return Material Authorization (RMA)** number (***no work will be done without one***). The representative will ask you for the following:
 - Product Name
 - Serial number
 - Date of shipment, your purchase order number, or the Xenonics invoice number
 - Details of the problem
 - Your return address
2. Prepare the item(s) for shipping:
 - Use the original shipping container to reduce the risk of damage in shipment. (Xenonics will return all warranted repaired/replaced items using your packaging.)
 - Ship repairs/replacements (in or out of warranty) **prepaid** to:
Xenonics Holdings, Inc.
Attn: Warranty & Returns/RMA# _____
3186 Lionshead Ave.
Carlsbad, CA 92010

What Xenonics Will Do

1. Repair or replace and ship **most warranted parts and accessories** no later than 30 days after they are received.
2. Inspect and test **out-of-warranty repairs** and give you a firm price for the evaluation charge, repair and return of the item(s). No repair work will be commenced until approved by the customer and charges are prepaid.
3. Return repaired units, shipping via FedEx Ground, signature required. Expedited shipping only available upon request and requires additional freight quote.