

## Prompter People Warranty Policies

**IMPORTANT:** PHYSICALLY INSPECT YOUR TELEPROMPTER *WITHIN 10 BUSINESS DAYS OF RECEIPT. ASSEMBLE AND OPERATE YOUR TELEPROMPTER WITHIN 10 BUSINESS DAYS OF RECEIPT. FAILURE TO DO SO WILL RESULT IN DENIAL OF CERTAIN WARRANTY CLAIMS.*

We do our best to provide high quality, low cost teleprompting solutions to our customers. To contain costs, we must adhere to certain policies regarding shipping, replacement and returns. These policies are firm and non-negotiable.

**Missing Parts:** All orders are carefully packed and inspected for accuracy. Please verify the invoice and notify Prompter People *within 10 business days* if you suspect that any part or accessory is missing from your shipment.

**Shipping Warranty – Without Cause:** Customer must fully inspect their prompter *within 10 business days* of receipt. If they determine that the product does not meet their needs for any reason, they will contact Prompter People for an RMA number. The customer will arrange and pay for return shipping. A shipper must pick up the return goods from customer not later than 10 days after original receipt. Prompter People will inspect the return. If the prompter and accessories are complete, unused and undamaged then a 20% restocking fee will be charged and 80% of the original purchase price will be refunded. If any items are missing, exhibit wear or evidence of use, then those parts will not be included in the credit and customer will be charged the full retail costs of the part(s). No returns accepted more than 90 days past purchase date. Returns up to 90 days are pro-rated. ***No return of purchased software is allowed.***

**Shipping Warranty – with Cause:** Customer must fully inspect, *assemble and operate their prompter within 10 business days* of receipt. If any parts are broken or not operating, customer must contact Prompter People within 10 business days of receipt. Absolutely no exceptions will be entertained past 10 business days. In the case of a suspected malfunction, Prompter People will make best efforts to help the customer troubleshoot. If the customer is unable to resolve the problem, Prompter People will provide an RMA (return material authorization) number. Prompter People will issue a call tag to UPS to pay for ground return of the part from any address in North America. That number must appear in large bold letters on the returned box. Customers outside North America will return parts at their own expense. At the customer's option, Prompter People will either, a) wait for return of the part(s) prior to shipping a replacement or b) charge a credit card for the replacement, send the part and credit back when the RMA arrives. Prompter People will test all returned parts to determine whether the part is defective, or whether the customer has misdiagnosed and returned a fully functional part. If the customer misdiagnoses and returns a functioning part, then customer is responsible for a 15% restocking fee and repayment of shipping charges for both the return the part *and* the replacement part shipping. All replacement parts shall be sent by UPS ground in North America and least cost for all other locations. If customer requires quicker shipment, then customer pays the difference between least cost and expedited shipping.

**Damage Caused by Shipper:** If your prompter is damaged in shipment, please notify us *within 5 business days*. Save the carton and packing materials for examination by the shipper. We will make a claim with the shipper to recover any loss and ask your assistance in cooperating with inspection arrangements. We will send replacement parts at our cost via ground transport in North America and by least cost for all other locations. If customer requires quicker shipment, then customer pays the difference between least cost and expedited shipping.

**Shipping Warranty – Broken Reflectors:** Broken reflectors must be reported *within 5 business days* of receipt. Email or mail a photo of the broken reflector and a photo of any damage to the carton to make your claim. Reflectors may not be returned past five days for any reason. They are excluded from the standard warranty.

**Standard Warranty:** Prompter People warranties teleprompter parts, including sled, hood, stand, clamp and frame for 36 *months* from the original shipment date. Breakage or scratching of reflector(s) is not covered under this warranty. Monitors are warranted for one year with extended warranties available. OEM accessories (i.e., tripods, reversers, controllers, cases, cables, DAs, etc.) are warranted for one year from the shipment date.

- a. **Failure under warranty.** Prompter People will make best efforts to help the customer troubleshoot. If the customer is unable to resolve the problem, Prompter People will provide an RMA (return material authorization) number. That number must be written in bold letters on the box. Customer arranges for and pays shipping to the factory. At the customer's option, Prompter People will either, a) wait for return of the part(s) prior to shipping a replacement or b) charge a credit card for the replacement, send the part and credit back when the RMA arrives. Prompter People will test all returned parts to determine whether the part is actually defective. If it is determined that the part failed within warranty, then the replacement part will be sent at no cost, at Prompter People's shipping expense via ground shipment within North America or least cost shipping to other locations. If customer requires quicker shipment, then customer pays the difference between least cost and expedited shipping.
- b. **Negligence and/or abuse.** If the part was damaged due to negligence or abuse, the standard warranty is voided. Determination of negligence and abuse is final. If such is determined, then the customer will be given the option to purchase a replacement part or return the part at customer's expense.
- c. **Return of functioning part.** If the customer misdiagnoses and returns a functioning part, then customer is responsible for return shipping of the original part.

**Upgrade Policy:** If customer desires an upgrade to a more expensive Prompter People prompter *within 10 business days* of receipt, they will contact us to arrange for an exchange. The difference between the prices will be charged. If there is any evidence of wear or use on returned parts, the upgrade will not be honored. All shipping will be paid by customer.