



SUIRUI Cloud Video Communication Hardware Product Warranty and Return Policy

This policy relates to brand new SUIRUI Cloud Video Conferencing products sold in Continental USA/Alaska/Hawaii only.

Limited Warranty

SUIRUI Technology Ltd. offers a 3-year parts and labor warranty for the Cloud Video Conferencing Hardware Product from the date of purchase unless otherwise stated. Click here to view the full [warranty program](#). During this period, SUIRUI will repair or replace components of the product that are tested as defective from regular usage.

- A. Labor: Within warranty period, SUIRUI will, at no charge to the Purchaser, repair this Product if determined by SUIRUI to be defective. After the warranty period, the Purchaser must pay all labor charges.
- B. Parts: Within warranty period, SUIRUI will at no charge, supply new or rebuilt replacements for parts determined by SUIRUI to be defective. After the warranty period, the Purchaser must pay all parts charges.

Refurbished Product carries 1 Year Limited Parts and Labor warranty.

All SUIRUI Cloud Video Conferencing Hardware Product qualify for one year of replacement upon [product registration](#) (valid for one year from date of purchase). Click here to view the full [simple replacement program](#). The one year simple replacement program is available for Continental USA/Alaska/Hawaii only.

This Limited Warranty shall not apply to products deemed defective by unreasonable use, accident, negligence or modification done other than by SUIRUI's authorized service technicians.

Return Policy

DEFECTIVE ITEM RETURN GUIDELINES

- Clearly mark the RMA number on the shipping box (Contact support to obtain a RMA number)

- Provide a copy of your proof of purchase, such as your sales invoice or sales order
- Include a written description of the reason for return for each returned product

14-Day Return Period

Fourteen days from the date merchandise was received, full refunds are available (product value only, not including shipping costs) on all SUIRUI products.

30-Day Return Period

Products may be returned up to 30 days from the date merchandise was received (product value only, not including shipping costs), however any merchandise received 15-30 days from the original date the merchandise was received, a 15% restocking fee will be applied.

Exceptions

- Items that are abused
- Any merchandise missing the original Universal Product Code (UPC) cannot be returned.

Restocking Fee

A 15% restocking fee will be charged on all returned products received 15 - 30 days after the merchandise was originally received.

MISSING ITEM OR DAMAGED PRODUCT FEE

A missing item or damaged product fee will be charged for any product missing the original box, packaging material, contents, accessories and/or manuals (i.e. any product not in "like new" condition).

FREE 2-WAY RMA SHIPPING (CONTINENTAL USA/ALASKA/HAWAII ONLY)

Products that qualify for RMA include free 2-way shipping. Once the RMA is processed, the user will receive an email with a pre-paid shipping label to use for the return of a defective product. Upon repair, SUIRUI cover the shipping cost to return the unit back to the user. 2-way shipping does not apply to products that are physically damaged or out of warranty. SUIRUI will NOT pay for 2 way shipping if the product is:

- Out of warranty
- Physically damaged by user
- Stock rotation by channel
- Sample Product