

EVS Warranty & Return Policy

EXPRESS ONE YEAR LIMITED WARRANTY: EVS warrants that its hardware and software will be free from any significant defects for one year from delivery date. (Exception: There is a 30 day warranty on accessories such as cables and headsets.) EVS will repair or replace damaged or malfunctioning products at no charge if within the warranty time limit and if there has been no damage by accidents, lightning or power surges, or misuses or abuse by the Buyer/User. Buyer must return any defective hardware prior to EVS' shipping a replacement; otherwise Buyer must provide a credit card number authorizing a charge until the defective hardware has been returned to EVS. THERE ARE NO WARRANTIES THAT ARE NOT INCLUDED HERE.

RETURN POLICY: After purchasing any of EVS' products, from the date they are delivered, Buyer will have a maximum of 14 days to return the product(s) to EVS for a full refund, less 15% restocking fee and any shipping charges. No refunds are available for pre-paid ZoomCalls VoIP service, custom programming, text-to-speech licenses, or custom voice recordings. There will be no refunds if there are any changes in laws affecting the use of these products. In certain cases, there can be no return for any reason once Buyer/User has possession of the product. In those cases, Buyer/User will be required, in advance of purchase, to sign a statement that they are aware and agree that there is no refund available for that specific purchase.