

XPS SERIES™ Warranty and Return Policy

Xedia offers a one (1) year limited warranty against defects in material and workmanship on the XPS100.
Xedia offers a five (5) year limited warranty against defects in material and workmanship on the XPS200, XPS208 and XPS400.

There is a six (6) month money back satisfaction guarantee on the XPS100. There is a 90-day money back satisfaction guarantee on the XPS200R, XPS208, and XPS400 which begins on the date of purchase.

Shipping will not be refunded and a re-stocking fee may apply.

The XPS Customer Installation Certification Form must be completed in its entirety and sent to Xedia Corporation within ten (10) business days of the installation date to activate the product satisfaction guarantee and the warranty.

Other Conditions: The provisions of this warranty are in lieu of any other written warranty, whether express or implied, written or oral, including any warranty of merchantability or fitness for a particular purpose. The manufacturer's maximum liability shall not exceed the actual purchase price paid by you for the product.

In no event shall the manufacturer be liable for special, incidental, consequential, or indirect damages. This warranty does not cover a defect that resulted from improper or unreasonable use or maintenance, accident, improper packing, or unauthorized tampering, alteration, or modification as determined solely by us. This warranty is void if the label bearing the serial number has been removed or defaced.

Procedures: In order to return a product, the customer must obtain a Return Merchandise Authorization (RMA) number by emailing Customer Support at support@myxedia.com. ALLOW 2 to 4 WEEKS FOR REFUND PROCESSING. Refund will be issued to original purchaser of record. If a Credit Card transaction, Xedia will attempt to issue credit back to the original card / cardholder. Otherwise, a check will be issued. All shipping costs are the responsibility of the consumer with the exception that Xedia will pay shipping costs of replacement defective products. Include proof of purchase inside packing box (not in the sealed product box) with the product when it is returned. A RESTOCKING FEE of 10% will APPLY to all returned merchandise with the exception of replacement defective products. An additional restocking fee of 15% will be assessed on all returned merchandise if any of the items below apply:

- a. It is not returned in its original packaging
- b. It has the wrong or expired RMA #
- c. It is damaged or scratched
- d. It is shipped with an improper shipping container

It is highly recommended that you make sure the item you returned can be tracked (additional fee with the Post Office, but standard with other delivery services).

The RMA # should be in large print on the outside of the shipping box as well as designating "RETURN" or "EXCHANGE" in large print, also.

Please ship the package to:
Xedia Technologies, Inc.
Attention: Customer Service
RMA #, Marked "RETURN" or "EXCHANGE"
106 E. Old Settler's Blvd., Suite 100E
Round Rock, TX, 78664