



Limited Warranty and Refund Policy for IPEVO Products

1. WHAT IS COVERED BY THIS LIMITED WARRANTY; PERIOD OF COVERAGE

IPEVO Inc. ("IPEVO"), 440 N. Wolfe Road, Sunnyvale, CA 94085, warrants to the owner of the Product contained in this box, purchased from an authorized retailer, that for the specific period indicated in Section 10 from the date of delivery following the original retail purchase (the "Warranty Period"), the Product and any in-box IPEVO-branded accessories ("IPEVO Accessories") will be free from defects in materials and workmanship ("Limited Warranty"). This Limited Warranty only covers the Product and IPEVO Accessories and is subject to the additional exclusions and limitations in Section 4.

If the Product fails to conform to this Limited Warranty during the Warranty Period, IPEVO will, at its option, either: (a) repair or replace the defective Product or component at its own expense, or (b) refund the money actually paid by the original purchaser for the Product (excluding shipping charges). If an IPEVO Accessory fails to conform to this Limited Warranty during the Warranty Period, IPEVO will, at its sole discretion, either repair or replace the defective IPEVO Accessory at its own expense. Repairs and replacements may be made with new or refurbished products or components. If a defective Product, Product component, or IPEVO Accessory is no longer available, IPEVO may choose to replace the product with a reasonable equivalent product of similar function. The limited remedies in this paragraph are your sole and exclusive remedy for breach of the Limited Warranty.

Any Product or IPEVO Accessory that has been repaired or replaced under this Limited Warranty will be covered under this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired or replaced Product or IPEVO Accessory (as applicable), or (b) the remaining Warranty Period of the original Product.

This Limited Warranty is transferable from the original purchaser to subsequent owners; however, the transfer will not extend the Warranty Period or expand the limited remedies set forth in this Limited Warranty.

2. 30-DAY MONEY-BACK GUARANTEE

If you are the original purchaser of the Product and are not satisfied with it for any reason, you may return it in its original condition, with the original packaging and all in-box components and accessories, within thirty (30) days of the original purchase date to receive a full refund of the purchase price (subject to any applicable restocking or shipping charges listed below). You must pay all shipping charges and will not be entitled to a refund of any shipping fees incurred during your purchase of the Product returned under this 30-day money-back guarantee. All returns under this guarantee are also subject to a restocking fee of \$7.00 per Product, which will be deducted from the refunded amount. If the Product was purchased from IPEVO with free shipping, an additional \$13.00 shipping fee per Product will be deducted from the refunded amount.

If you want to return the Product under this 30-day money-back guarantee, you must: (a) complete the online return application form found at <https://www.ipevo.com/return-request> and follow the instructions, (b) return the Product in its original condition, with the original packaging, all in-box components and accessories, and a copy of the original purchase bill of sale, receipt, or invoice to the shipping address provided by IPEVO customer service within thirty (30) days of the original purchase date, and (c) use a signature-required postal service (such as FedEx or UPS) to return the Product to IPEVO.

IPEVO has no obligations with respect to any returned Product if it determines that the returned Product is not covered by this 30-day money-back guarantee (e.g., the Product or the in-box components or accessories were not returned in their original condition or original packaging, the return of the Product exceeded the thirty (30) day money-back period, the return constitutes an Ineligible Claim (as defined in Section 4), or the return process was not properly followed, etc.).

If the return is accepted by IPEVO, the refund will be processed within 4 weeks after receiving the Product, and IPEVO will notify you via e-mail once the Product has been received and the refund has been processed.

3. PROCESS FOR FILING A CLAIM UNDER THIS LIMITED WARRANTY

If you want to make a claim under this Limited Warranty, you must: (a) notify IPEVO of the claim and provide a description of the alleged failure by contacting IPEVO customer service at cs@ipevo.com during the Warranty Period, and (b) after receiving the return merchandise authorization (RMA) number and shipping instructions from IPEVO customer service, return the Product with all in-box components and accessories (or only the IPEVO Accessory with the alleged failure if instructed by IPEVO customer service), and provide a copy of the original purchase bill of sale, receipt, or invoice to the shipping address advised by IPEVO customer service. You assume all risk of loss or damage to the Product (and all in-box components and accessories) during return shipment.

IPEVO has no obligations with respect to any returned Product or IPEVO Accessory if it determines that the returned Product or IPEVO Accessory is not covered by this Limited Warranty (e.g., the Product is not defective, the claim is an Ineligible Claim as defined in Section 4, or the claim process was not properly followed, etc.).

If the returned Product or IPEVO Accessory is covered by this Limited Warranty, you are responsible for the shipping charges related to the return of the Product or IPEVO Accessory to IPEVO. However, IPEVO will be responsible for the shipping charges related to the delivery of any repaired or replacement Product or IPEVO Accessory. If the Product is not covered by this Limited Warranty, you are responsible for all costs associated with the return and inspection of the Product or IPEVO Accessory, including all shipping charges. If the Limited Warranty claim is accepted by IPEVO, warranty service will be performed within 14 days after receiving the Product.

4. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY; ACTIONS THAT MAY VOID THE WARRANTY

This Limited Warranty does not cover any of the following (each an "Ineligible Claim"):

1. Products or IPEVO Accessories marked as "sample" or "Not for Sale," or sold "AS IS";
2. Consumable parts (including batteries) and any replacement parts not provided by IPEVO;
3. Products or IPEVO Accessories that have been subject to modification, alteration, tampering, or improper installation, maintenance, or repairs;
4. Any hardware not provided in the box with the Product, or any accessories provided in the box with the Product that are not branded as IPEVO products;
5. Any software, except for software in the Product or provided by IPEVO that is necessary for the operation of the Product;
6. Ordinary use, ordinary wear, or cosmetic damage, including scratches, dings, dents, and broken plastic on ports;
7. Any damage caused by:
 - (I) Abuse, neglect, or improper use, handling, storage, installation, or testing, including any use that is not in accordance with the product manual, documentation, or other instructions provided with the Product;
 - (II) Breakdowns, fluctuations, or interruptions in electric power or any telecommunications network;
 - (III) Heat, humidity, moisture, or ordinary operating temperatures (i.e., [0°C~45°C]); or
 - (IV) Accidents or acts of God, including fire, lightning, flood, tornado, earthquake, or hurricane.

5. LIMITATION AND DISCLAIMER OF WARRANTIES

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IPEVO LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY AS SET FORTH IN SECTION 1. THE FOREGOING LIMITATION MAY NOT APPLY TO YOU, AS SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES.

EXCEPT FOR THE LIMITED WARRANTY STATED IN THIS DOCUMENT AND ANY IMPLIED WARRANTIES (TO THE EXTENT THAT THEY APPLY TO THIS LIMITED WARRANTY), IPEVO MAKES NO OTHER WARRANTIES AND DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT AND IPEVO ACCESSORIES, INCLUDING EXPRESS AND STATUTORY WARRANTIES AND CONDITIONS. IN PARTICULAR, IPEVO DOES NOT WARRANT OR CLAIM THAT THE PRODUCT OR THE IPEVO ACCESSORIES WILL BE AVAILABLE; FUNCTION PROPERLY; PROVIDE RELIABLE OR ACCURATE INFORMATION; ENSURE SAFETY, PRIVACY, OR SECURITY; OR PREVENT OR MINIMIZE THEFT, PROPERTY DAMAGE, OR INJURY.

6. EXCLUSION OF CERTAIN OF DAMAGES

YOU AGREE THAT, IN NO EVENT, WILL IPEVO BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES TO OR FOR LOSS OF DATA, REVENUE, PROFITS, OR PROPERTY (INCLUDING BUILDINGS, WIRING, FIXTURES, DEVICES, COMPUTERS, PERIPHERALS, AND ANIMALS), OR FOR INJURY OR DEATH, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY, THE PRODUCT, OR THE IPEVO ACCESSORIES. THE FOREGOING LIMITATION MAY NOT APPLY TO YOU AS SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES.

7. LIMITATION OF LIABILITY

IN ADDITION TO THE ABOVE WARRANTY AND DAMAGE DISCLAIMERS, IPEVO'S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY, THE PRODUCT, AND THE IPEVO ACCESSORIES WILL NOT EXCEED THE AMOUNT ACTUALLY PAID BY THE ORIGINAL PURCHASER FOR THE PRODUCT. THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU AS SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OF DAMAGES.

8. INDEPENDENT REMEDIES.

The disclaimer and limitation of warranties and the exclusion of damages under Sections 5 and 6 are independent of your exclusive remedies under this Limited Warranty. The disclaimer and limitations of warranties and exclusion of damages survive even if the exclusive remedies fail of their essential purpose or otherwise are deemed unenforceable. Each of the limitations in Sections 5, 6, and 7 applies without regard to whether loss, liability, or damage arises from (a) breach of contract, (b) breach of warranty, (c) fault or tort, including negligence and misrepresentation, (d) strict liability, or (e) any other cause of action, to the extent the exclusions and limitations are not prohibited by applicable law.

9. YOUR RIGHTS AND THIS LIMITED WARRANTY

This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary from jurisdiction to jurisdiction. Likewise, some of the limitations in this Limited Warranty may not apply in certain states. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights, you should refer to the laws applicable in your jurisdiction, and you may wish to contact a relevant consumer advisory service.

10. WARRANTY PERIOD

1. Document Cameras

Product (Do NOT include battery)	Model Name	Warranty Period
IPEVO V4K	5-880-4-01-00	36 months
IPEVO V4K PRO	5-903-3-01-00	36 months
IPEVO VZ-R	5-898-4-01-00	36 months
IPEVO VZ-X	5-902-4-01-00	36 months
IPEVO DO-CAM Graphite Gray	5-897-3-01-00	36 months
IPEVO DO-CAM Utility Yellow	5-897-E-01-00	36 months
IPEVO V4K PRO 120	5-924-2-08-00	36 months
EZCast (EZC-CS2)	A-000-2-08-00	24 months
IPEVO VZ-X + EZC-CS2	B-011-0-08-00	VZ-X 36 months EZC-CS2 24 months
IPEVO VZ-R ULTRA	5-928-2-08-00	36 months
IPEVO VZ-X ULTRA + 4K Wireless Display Receiver	5-929-2-08-00	VZ-X ULTRA 36 months 4K Receiver 24 months
IPEVO VZ-X ULTRA + Wi-Fi USB Adapter	5-929-2-08-01	VZ-X ULTRA 36 months USB Adapter 24 months
IPEVO V4K ULTRA	5-932-2-08-00	36 months
IPEVO VZ-X ULTRA + FHD Wireless Display Receiver	5-929-2-08-03	VZ-X ULTRA 36 months FHD Receiver 24 months
IPEVO Wireless Classroom Plus Bundle	5-929-2-08-02	36 months
IPEVO Wireless Classroom Bundle	B-011-0-08-01	36 months
IPEVO Wireless USB/HDMI™ Receiver	5-938-2-08-00	36 months

2. Video Conferencing

Product (Do NOT include battery)	Model Name	Warranty Period
IPEVO TOTEM 180	5-910-2-08-00	24 months
IPEVO TOTEM 120	5-904-B-08-00	24 months
IPEVO VOCAL	5-907-2-08-00	24 months

IPEVO VOCAL + Vurbo.ai Pro-25Hr (Global)	B-024-0-08-00	24 months
IPEVO VOCAL + Vurbo.ai Pro-25Hr (Taiwan)	B-024-0-00-00	24 months
IPEVO TOTEM 360	5-906-2-08-00	24 months
IPEVO TOTEM 360 (Vietnam)	5-906-2-08-01	24 months
IPEVO VC-A10	5-925-2-08-00	24 months
IPEVO VC-A10 + Vurbo.ai Adv-10Hr (Global)	B-023-0-08-00	24 months
IPEVO VC-A10 + Vurbo.ai Adv-10Hr (Taiwan)	B-023-0-00-00	24 months
IPEVO VOCAL HUB	5-926-2-08-00	24 months
IPEVO 2-VOCAL DONGLE	5-927-2-08-00	24 months
IPEVO Camera Clamp	A-916-2-08-00	24 months
IPEVO Camera Stand Lite	A-916-2-08-10	24 months
IPEVO Camera Stand	A-004-3-08-00	24 months
IPEVO VC-Z4K (white)	5-930-1-08-00	24 months
IPEVO VC-Z4K (black)	5-930-2-08-00	24 months
IPEVO VC-B4K (white)	5-931-1-08-00	24 months
IPEVO VC-B4K (black)	5-931-2-08-00	24 months
IPEVO ENSEMBLE (w/o bag & charger)	B-012-0-08-00	24 months
IPEVO ENSEMBLE (w/ bag & charger)	B-012-0-08-10	24 months
IPEVO QUARTET (w/o bag & charger)	B-013-0-08-00	24 months
IPEVO QUARTET (w/ bag & charger)	B-013-0-08-10	24 months
IPEVO DUJET	B-014-0-08-00	24 months
IPEVO VC-Z4K Wall Mount	A-006-2-08-00	24 months
IPEVO VC-Z4K Ceiling Mount	A-005-2-08-00	24 months

3. Object Cameras

Product (Do NOT include battery)	Model Name	Warranty Period
MP-8M Standard Pack (with bracket+clamp)	B-000-2-08-00	24 months
MP-8M Five-piece set	B-912-2-08-00	24 months
MP-8M FULL PACK	B-000-2-08-10	24 months
IPEVO P2V ULTRA	5-915-2-08-10	24 months
IPEVO P2V ULTRA FULL PACK LITE	B-015-0-08-00	24 months
IPEVO P2V ULTRA FULL PACK	B-016-0-08-00	24 months

4. Communication Tools

Product	Model Name	Warranty Period
IPEVO Uplift Magnetic	5-905-2-01-00	24 months
IPEVO Uplift	5-901-2-01-00	24 months
IPEVO Mirror-Cam	A-900-4-01-00	24 months
IPEVO Cast (Global)	5-937-1-08-00	24 months
IPEVO Cast (Taiwan)	5-937-1-00-00	24 months

5. Document Scanners

Product	Model Name	Warranty Period
V4K-S Document Scanner [Global] V4K + Scanner Pad + OCR	B-917-0-08-00	V4K: 36 months Scanner Pad: 24 months
V4K-S Document Scanner [US] V4K + Scanner Pad + OCR	B-917-0-01-00	V4K: 36 months Scanner Pad: 24 months
V4K-S Document Scanner [TW] V4K + Scanner Pad + OCR	B-917-0-00-00	V4K: 36 months Scanner Pad: 24 months
V4K ULTRA-S DOCUMENT SCANNER [US]	B-028-0-01-00	V4K ULTRA: 36 months Scanner Pad: 24 months

DO-CAM-S Document Scanner (Gray) [Global] DO-CAM(Gray) + Scanner Pad + OCR	B-918-3-08-00	DO-CAM: 36 months Scanner Pad: 24 months
DO-CAM-S Document Scanner (Gray) [TW] DO-CAM(Gray) + Scanner Pad + OCR	B-918-3-00-00	DO-CAM: 36 months Scanner Pad: 24 months
VZ-R-S Document Scanner [Global]	B-923-0-08-00	VZ-R: 36 months Scanner Mat: 24 months
VZ-R-S Document Scanner [TW]	B-923-0-00-00	VZ-R: 36 months Scanner Mat: 24 months
VZ-R ULTRA-S DOCUMENT SCANNER [US]	B-029-0-01-00	VZ-R: 36 months Scanner Mat: 24 months
Document Scanner Kit (Pad) [Global]	B-919-0-08-00	Scanner Pad: 24 months
Document Scanner Kit (Pad) [US]	B-919-0-01-00	Scanner Pad: 24 months
Document Scanner Kit (Mat) [Global]	B-919-0-08-20	Scanner Mat: 24 months
Document Scanner Kit (Mat) [US]	B-919-0-01-10	Scanner Mat: 24 months
IPEVO Scanner Pad [Global]	A-913-2-08-00	24 months
IPEVO Scanner Pad [US]	A-922-0-01-10	24 months
IPEVO Scanner Mat [Global]	A-922-0-08-00	24 months
IPEVO Scanner Mat [US]	A-922-0-01-00	24 months

6. AI Devices

Product	Model Name	Warranty Period
AI WIRELESS MIC DUO (+ Vurbo.ai Adv-10Hr ; Global)	B-100-0-08-00	24 months
AI WIRELESS MIC DUO (+ Vurbo.ai Pro-10Hr ; Taiwan)	B-100-0-00-00	24 months
VOCAL + Vurbo.ai Pro-25Hr (Global)	B-024-0-08-00	24 months
VOCAL + Vurbo.ai Pro-25Hr (Taiwan)	B-024-0-00-00	24 months
VC-A10 + Vurbo.ai Adv-10Hr (Global)	B-023-0-08-00	24 months
VC-A10 + Vurbo.ai Adv-10Hr (Taiwan)	B-023-0-00-00	24 months
VOCAL WEARABLE (+ Vurbo.ai Pro-10Hr ; Global)	B-101-0-08-00	24 months
VOCAL WEARABLE (+ Vurbo.ai Pro-10Hr ; Taiwan)	B-101-0-00-00	24 months
VurboCam 4K	5-915-2-08-21	24 months
VOCAL TRANSCRIBER (8 Mics + Vurbo.ai 6000 points)	B-102-0-08-00	24 months
VOCAL TRANSCRIBER (4 Mics + Vurbo.ai 3000 points)	B-102-0-08-01	24 months

7. All embedded batteries and rechargeable batteries have a limited lifespan and their own warranty period of 24 months. The battery's lifespan will vary depending on how you use your device and the settings you choose for it.
8. For products that include a Vurbo.ai license card, such as AI devices, the user must return the product along with the unsealed Vurbo.ai license card or provide their Vurbo.ai account details, including the software license code and account email, if the license card has been used. Otherwise, the product cannot be returned. IPEVO will delete the account details afterward and will not use them for any other purpose.

IPEVO

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