



Limited Warranty Policy for IPEVO Products

1. WHAT IS COVERED BY THIS LIMITED WARRANTY

This warranty is granted to end users operating an IPEVO product for their own use and not for the purposes of commercial resale. IPEVO warrants that its products, when delivered in new condition, in original packaging, sold directly or through an IPEVO authorized partner, and used in normal conditions, are free from any defects in manufacturing, materials, and workmanship. The Warranty shall only apply if the mandatory preventive maintenance actions, as described in the technical documentation have been executed.

Warranty starts on the shipment date of products or the date of delivery of the software activation key, as applicable. 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 IPEVO Product and IPEVO Accessories. Any third-party product, or any part thereof which IPEVO merely resells with its products or services is subject to the original manufacturer’s warranty unless otherwise specified. The warranty period is stated below.

2. WHAT IS NOT COVERED BY THIS LIMITED WARRANTY

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

- a. Products or IPEVO Accessories marked as “sample,” or “Not for Sale,” or sold “AS IS”.
- b. Consumable parts (including batteries) and any replacement parts that are not provided by IPEVO,
- c. Products or IPEVO Accessories that have been subject to modification, alteration, tampering, or improper installation, maintenance, or repairs.
- d. Any hardware not provided in the box with the Product or any accessories provided in the box with the Product but that are not branded as IPEVO’s products;
- e. Any software, except for software in the Product or provided by IPEVO that is necessary for the operation of the Product.
- f. Ordinary use, ordinary wear, or cosmetic damage, including scratches, dings, dents, and broken plastic on ports.
- g. Any damage caused by:
 01. 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.
 02. Breakdowns, fluctuations, or interruptions in electric power or any telecommunications network.
 03. Heat, humidity, moisture, or ordinary operating temperatures (i.e., [0°C~45°C]); or

04. Accidents or acts of God, including fire, lightning, flood, tornado, earthquake, or hurricane.

The warranty is void if serial numbers, warning labels, or original seals are removed, changed, or tampered with.

3. WHAT IPEVO WILL DO

During the warranty period, IPEVO will repair (at IPEVO's own facility or at an IPEVO certified service center) or replace (using new or refurbished replacement parts) any defect within a reasonable period of time and free of charge. The replaced product, parts and/or components shall become the property of IPEVO and shall, at our request, be returned to IPEVO, otherwise invoiced. Any IPEVO 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.

4. WHAT IPEVO WILL NOT DO

Pay shipping, insurance, or transportation charges from you to us (IPEVO's own facility or an IPEVO certified service center), or pay any import fees, duties and taxes.

5. 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 of 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, 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 return of the IPEVO Product or IPEVO Accessory to IPEVO, but IPEVO will be responsible for shipping charges relating 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 your and IPEVO's costs with respect to the return and inspection of the Product or IPEVO Accessory, including all shipping charges. If the Limited Warranty claim is accepted by IPEVO, the warranty service will be performed within 14 days after

receiving the Product.

6. IPEVO PRODUCT 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 DUET	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

- 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 as well as the settings you choose for it.
- For products that include a Vurbo.ai license card, such as AI devices, the user can only return the item if the full package and all contents are intact. If the license card has been unsealed or activated, the product is not eligible for return.

IPEVO

Customer Service: cs@ipevo.com

www.ipevo.com