



Bi-silque Visual Communications
• 4631 Johnson Road • Suite 7 • Coconut Creek, FL 33073-4362

MasterVision Interactive Whiteboard Limited Warranty

Bi-silque warrants that your new MasterVision brand product (“Product”) is free from defects in materials or workmanship, subject to the limitations, exclusions, and other provisions as detailed below. This warranty only applies to MasterVision Products purchased directly from an authorized MasterVision dealer, and is only valid for the original purchaser and for the original installation. The warranty is terminated upon transfer, sale, or modification of the Product.

If a Product is defective in materials or workmanship, MasterVision will replace or repair it at no charge, subject to the terms and conditions of this warranty. This is your sole and exclusive remedy, and repair or replacement of the product will be at the sole discretion of MasterVision. Shipping charges to the repair facility will be the responsibility of the purchaser, and shipping charges to return the repaired product to the purchaser will be paid by MasterVision, except for products returned for repair during the first 30 days after purchase, in which case all shipping charges will be paid by MasterVision. This warranty is subject to the limitations, exclusions and other provisions below, and applies to MasterVision products which are delivered within the United States of America and the Commonwealth of Canada.

Limitations involving MasterVision product lines, materials and components:

The MasterVision product lines, materials and components listed below are warranted according to the following schedule from the date of sale:

Five Years - All components of MasterVision Interactive White Board Stands and MasterVision Accessories, except for electrical motors and electrical components

Five Years - All components of MasterVision Interactive White Board

Lifetime – Interactive Whiteboard Porcelain Surface

Exclusions:

This warranty does not apply and no other warranty applies to:

- Normal wear and tear, which are to be expected over the course of ownership.
- Damage caused by abuse, misuse, neglect, vandalism, accident, modifications, or water or fire.
- Damage caused by the carrier in-transit, which will be handled as claims against the carrier.
- Modifications or attachments to the product that are not approved by MasterVision.
- Unauthorized disassembly or modification, or operation in a manner contrary to the instructions.
- Products that were not installed, used or maintained in accordance with product instructions and warnings.
- Products used for rental purposes.
- Labor and/or materials to remove and replace products.

MasterVision products are not designed, manufactured or intended for use in hazardous or critical environments or in activities requiring emergency or fail-safe operation or in any other activity or application in which failure of the product may pose the risk of physical injury or death or environmental harm.

MasterVision, Inc. specifically disclaims any express or implied warranty of fitness for any dangerous application.

TO THE EXTENT ALLOWED BY LAW, MASTERVISION MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. MASTERVISION WILL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES. THIS WARRANTY DOES NOT COVER CONSEQUENTIAL DAM

Notice to purchasers for home or personal use:

Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To obtain service under this limited warranty:

By following the procedures regarding warranty claims outlined below, you can be assured of the best level of service.

1. Contact MasterVision by phone at 1-888-269-0362; email: MVIWB.com or by mail to Bi-silque 4631 Johnson Road, Suite 7, Coconut Creek, FL 33073-4632 within 30 days of discovery of the defect. Be prepared to prove you are the original purchaser of the product and provide your model number, description of the product, and description of the defect. Then provide MasterVision with your name, address, area code, and telephone number. Proof of purchase will be required during this process.
2. Bi-silque will review all pertinent information regarding the claim, including inspection of the product if deemed appropriate by Bi-silque.
3. If Bi-silque affirms that the product in question is eligible under the conditions of the limited warranty as stated above, the customer service representative or another representative of MasterVision will determine whether to provide replacement parts, authorize repairs or replace the product. **PRODUCTS RETURNED TO THE MASTERVISION FACILITY WITHOUT A RETURN AUTHORIZATION WILL BE REFUSED.**