

Warranty Policy

[description](#)

Warranty Information

Manufacturer warranties apply to products, either one, two or three years from the date of purchase with serial identification. Quotations issued by Zoom Digital Signage or authorized representatives indicate the length of standard warranties for specific models. All standard products (video wall, commercial sets, plasma displays) include either two or three-year standard warranties, while specialty products (touch screens, displays with embedded PC, panoramic/stretch displays, and custom products) include a one-year standard warranty. Zoom Digital Signage offers a warranty that covers manufacturer’s defects but does not cover any cosmetic damages (dents, cracks, scratches, etc.) or damages otherwise resulting from abuse, misuse, negligence or tampering. Warranties do not cover products that are used with inappropriate or unauthorized applications and/or operations.

Warranty Types

Basic Warranty: Includes only parts and labor for either one or two years dependent upon product category. Return shipping is the responsibility of the customer.

Extended Warranty: Extended Warranty adds either one or two years to Basic Warranty dependent on product category. Labor charges and shipping responsibility is identical to Basic Warranty.

In Warranty: FOC Repair (Free of Charge)

Out of Warranty: Paid Repair

Return Policy

To obtain warranty service, malfunctioning product(s) must be assigned an RMA number from Zoom Digital Signage’s Support Team and must be returned and approved by Zoom Digital Signage. Photographic evidence of the damaged product(s) is required for approval. Once the return has been approved by a service technician, damaged product(s) can be shipped to the service facility via prepaid freight in an original or equivalent protected package under our standard warranty. Full shipping insurance on all products under standard warranty is required. No returns will be accepted under any circumstances without an RMA number issued by Zoom Digital Signage’s Support Team.

Repair Price

Prices for repair are based on product category, installation region, product size and specific parts used in repair. In most cases, repairs cost less than shipping unless there is damage to the LCD panel.

[available warranties](#)

	Diagnostic	Factory Repairs	On-Site Repairs	Parts	Shipping
Basic Warranty	<ul style="list-style-type: none"> Phone Support Coverage On-site Diagnostics Coverage 	Covered	Hourly charges plus travel and lodging expenses	Covered	ZDS pays one way* Customer pays one way
Extended Warranty	<ul style="list-style-type: none"> Phone Support Coverage On-Site Diagnostics Coverage 	Covered	Hourly charges plus travel and lodging expenses	Covered	ZDS pays one way* Customer pays one way

* Return shipping to Zoom Digital Signage is to be paid by customer. If covered under warranty; Zoom Digital Signage is responsible only for shipping costs associated with returning the unit to the customer unless an Extended Warranty is purchased. If warranty no longer applies, all shipping costs are the responsibility of the customer.