

KVH Limited Warranty (1 year/1 year)

KVH Industries, Inc., warrants the KVH product purchased against defects in materials for a period of ONE (1) year and against factory labor costs for a period of ONE (1) year from the date of original retail purchase by the original purchaser (this warranty is non-transferable). If the product was installed by a KVH-authorized dealer/distributor, the scope of this warranty is expanded to cover not just factory labor costs, but on-site dealer/distributor labor charges as well, for warranty repairs performed during the first year, pursuant to the terms noted below.

It is the customer's responsibility to verify the date of purchase by registering the product with KVH within 30 days of purchase, or by providing a copy of a dated sales receipt for the KVH product under warranty with the warranty claim. If date of purchase cannot be verified, the warranty period will begin 30 days after the product's date of manufacture.

If you discover a defect, KVH will, at its option, repair, replace or refund the purchase price of the product at no charge to you, provided you return it during the warranty period, transportation charges prepaid, to the factory direct. Please attach your name, address, and telephone number. Include a description of the problem and a copy of the bill of sale or sales receipt, as proof of date of original retail purchase, for each product returned to warranty service. KVH will ship the product back to you, ground transportation prepaid. If an expedited return delivery is desired, all additional transportation charges will be your sole responsibility. Alternatively, you may contact an authorized KVH dealer/distributor for repair. During the first year, KVH will cover the dealer's/distributor's labor charges for warranty repairs, provided the product was installed by a KVH-authorized dealer/distributor and the dealer/distributor performing the repairs contacts KVH for preapproval of the charges. Approval of charges is at KVH's sole discretion. KVH reserves the right to utilize refurbished or remanufactured parts in its product manufacturing and repair activities provided such parts conform to KVH's specifications for new products and/or parts.

This Limited Warranty does not apply if the product has been damaged by accident, abuse, misuse, or misapplication or has been modified without the written permission of KVH; if any KVH serial number has been removed or defaced; or if any factory-sealed part of the system has been opened without authorization.

Return Authorization

A Return Material Authorization is required prior to returning a product to KVH Industries. Please call our Technical Support Department at +1 401 847-3327 or send an e-mail to techs@kvh.com to obtain the RMA number. Write the number in large, clear characters on the outside of the box. To avoid confusion and misunderstandings, shipments without an RMA number clearly visible on the outside box will be refused and returned to you at your expense. If possible, use the original box and packing material to protect the equipment from damage in shipment. KVH assumes no responsibility for warranty shipments from the customer to the factory if not shipped in the manner prescribed above.

THE EXPRESS WARRANTIES SET FORTH ABOVE ARE THE ONLY WARRANTIES GIVEN BY KVH WITH RESPECT TO ANY PRODUCT FURNISHED HEREUNDER; KVH MAKES NO OTHER WARRANTIES, EXPRESS, IMPLIED OR ARISING BY CUSTOM OR TRADE USAGE, AND SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. SAID EXPRESS WARRANTIES SHALL NOT BE ENLARGED OR OTHERWISE AFFECTED BY TECHNICAL OR OTHER ADVICE OR SERVICE PROVIDED BY KVH IN CONNECTION WITH ANY PRODUCT.

KVH's liability in contract, tort or otherwise arising out of or in connection with any product shall not exceed the price paid for the product. IN NO EVENT SHALL KVH BE LIABLE FOR SPECIAL, PUNITIVE, INCIDENTAL, TORT OR CONSEQUENTIAL DAMAGES OR LOST PROFITS OR GOODWILL (INCLUDING ANY DAMAGES RESULTING FROM LOSS OF USE, DELAY IN DELIVERY OR OTHERWISE) ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OR USE OR POSSESSION OF ANY PRODUCT, OR ANY OTHER OBLIGATIONS RELATING TO THE PRODUCT, EVEN IF KVH HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

If any implied warranty, including implied warranties of merchantability and fitness for a particular purpose, cannot be excluded under applicable law, then such implied warranty shall be limited in duration to ONE (1) year from the date of the original retail purchase of this product by the original purchaser.

Some states/countries do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state/country to state/country.

Please register your product online at www.kvh.com/register.