



INUVIO's Industry-leading 24-Month Software and Hardware Warranty Policy

INUVIO warrants our products against defects in materials and workmanship to the original purchaser for a period of twenty four (24) months from the date of the original purchase. This warranty is limited to repair or replacement of the product, and the remedy provided to the purchaser for warranty service is the sole discretion of INUVIO. Any use of the product for a purpose in which it is not intended, and/or purchaser modifications, alterations, and/or repairs to the product, will constitute misuse and are not subject to the warranty.

This warranty includes UNLIMITED Maintenance, Technical Support and Updates via phone, email and internet.

INUVIO MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCT. INUVIO SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. AS A RESULT, THE PRODUCT IS SOLD "AS IS" AND YOU ARE ASSUMING THE ENTIRE RISK AS TO THE PRODUCT'S SUITABILITY TO YOUR NEEDS.

THE REMEDIES PROVIDED HEREIN ARE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDIES. IN NO EVENT SHALL INUVIO BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY.

To obtain warranty service, the purchaser must first contact INUVIO for an RMA number at 972-535-4200, option 2 or via email at support@inuvio.com. The product must be shipped to INUVIO for repair or replacement, and the package must be marked with an approved RMA, following all the requirements outlined in the paragraph below.

Purchaser shall pay shipping charges for product(s) returned to INUVIO. INUVIO will pay for the return shipping of the product(s) to the purchaser following exchange, except that purchaser shall pay all shipping charges, duties, and taxes for products returned to INUVIO from a country other than the United States.

Hardware Return Policy

We guarantee your satisfaction with any product purchased. Therefore, if you are not satisfied with any INUVIO product, you may return it within 30 days for a refund, credit or exchange. Our support staff will be happy to assist you in determining whether there is another INUVIO product which might better fit your needs.

Software Return Policy

Unopened software that is still in its sealed package and not activated may be returned to INUVIO within 30 days for a refund, credit or exchange. Opened software may not be returned.

Return Merchandise Authorization

Please be aware that you must obtain an RMA (Return Merchandise Authorization) number from INUVIO before returning any products to us. Contact our Technical Support at 972-535-4200, option 2 or via email at support@inuvio.com to obtain an RMA number. You will receive an email containing your RMA number and instructions for returning the product. All returns and/or replacements are at INUVIO's sole discretion.

If you purchased your INUVIO product from a third-party, you may not return this product directly to INUVIO. Please contact your seller for details about their policies covering returns and exchanges.

1100 Jupiter Road, Suite 170, Plano, TX 75074
972-535-4200 / 214.292.8813 Fax
www.inuvio.com