

SERVICE SUPPORT CONTACT

POLICY & PROCEDURE / RETURN GOODS

Broadcast / Professional Video Products

Please be advised of the following restocking charge policy that will apply to all returns for credit.

- Up to 30 Days after invoice date -15% Restocking charge
- 31 to 90 Days after invoice date -25% Restocking charge
- 90 + Days after invoice date: Not acceptable

Requests for returns on Equipment/ Accessories should be made through the sales person. Any requests for returns on merchandise after 90 days will not be accepted. To Avoid Additional Charges All Returns Must be in Brand New Condition, including Original Box with all accessories.

IKEGAMI IS NOT RESPONSIBLE for breakage, damage, or delay in transit. File claim with transportation company within 3 days after receipt of merchandise. Notify Ikegami Shipping Department to aid you in way possible. Return authorization number is required for all returned material. Returned material subject to restocking charge. COD or Collect returns will not be accepted.

Phone: (201) 368-9171 / Fax: (201) 569-1626 (9:00AM-5:00PM EST)

E-Mail (Customer Service): service@ikegami.com

E-Mail (Shipping Department): shipping@ikegami.com

Return Address;

Ikegami Electronics (USA) Inc.

RA# _____

300 Route 17 South, Mahwah, NJ 07430

IKEGAMI PROFESSIONAL PRODUCTS WARRANTY

Effective May 1, 2023

I.	NEW EQUIPMENT	
	PARTS	12 MONTHS
	LABOR	12 MONTHS
	CCD	24 MONTHS
	CMOS	24 MONTHS
	CRT	12 MONTHS
	LCD	Panel 12 MONTHS
II.	B-STOCK, DEMOS, USED EQUIPMENT	
	PARTS	12 MONTHS
	LABOR	12 MONTHS
	CCD	12 MONTHS

Design and specifications are subject to change without notice.

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	CMOS		12 MONTHS
	CRT		6 MONTHS
	LCD Panel		12 MONTHS
III.	REPAIRS		
	A.	IN-WARRANTY	3 MONTHS or end of original warranty
	B.	OUT-OF-WARRANTY	
		PARTS	3 MONTHS
		LABOR	3 MONTHS
		CCD	6 MONTHS
		CMOS	6 MONTHS
		CRT	3 MONTHS
		LCD Panel	3 MONTHS
IV.	UPGRADES		
	PARTS		6 MONTHS
	LABOR		6 MONTHS

NOTES:

Warranty commencement

Warranty commences from date of shipment to end-user, either by Ikegami or Dealer or Systems Integrator.

1. Warranty loaner

Ikegami will provide a loaner upon customer request at no charge (based on availability, loaners not guaranteed). Ikegami will pay freight to ship the loaner to the customer, and customer will pay freight to ship it back.

2. Warranty repair

Customer will pay freight when shipping a unit to Ikegami for repair, and Ikegami will cover freight when returning repair back to the customer.

3. Out of warranty

Ikegami will provide a loaner at no charge while customers unit is in for repair (based on availability, loaners not guaranteed). Customer will be responsible to pay freight both ways for repair and loaner.

LABOR CHARGES FOR REPAIR - PROFESSIONAL PRODUCTS

IN-HOUSE WORK: \$225.00 per HOUR (minimum 2 hours)

OUTSIDE WORK: \$225.00 per HOUR + expenses (minimum 4 hours)

(\$337.50 per HOUR after 5:00pm and on weekends)

LABOR CHARGES FOR TYPICAL REPAIR PROCEDURES

	DESCRIPTION	MINIMUM HOURS	MINIMUM LABOR
1.	PC BOARD or ASSEMBLY REPAIR		
	UHK, HDK, HK-series	3	\$675.00
	UHL, HDL, HDN, HDS, HL-series	2	\$450.00
2.	CAMERA or MONITOR REPAIR		
	UHK, HDK, HK-series	6	\$1,350.00
	UHL, HDL, HDN, HDS, HL-series	4	\$900.00
	Color Monitors	4	\$900.00
	Monochrome Monitors	2	\$450.00
3.	CCD/CMOS BLOCK REPLACEMENT	4	\$900.00
4.	CCD/CMOS EVALUATION	2	\$450.00
5.	CAMERA TUNE UP (complete alignment)	6	\$1,350.00

NOTES:

1. All minimum charges listed above exclude the cost for parts.
2. For outside work, travel time is charged at the same labor rate.
3. Design and specifications are subject to change without notice.