



## We want to hear from you!

Get a \$20 eGift Card to a major retailer\*



Just send us proof that you have submitted a review of this OrcaTV product within the past month! Please note that you must submit the review to the retailer from which you purchased this product.

Send the following information to **reviews@dpaudiovideo.com**

- Screenshot of the review
- Your product receipt
- Your preferred email address to receive the eGift Card.
- Please use the subject "OrcaTV Product Review".

\*Offer subject to availability. Please note that review must be live to be eligible for this offer. OrcaTV, in its sole discretion, can determine whether to provide a gift card or what constitutes a review. Limit one per customer per purchase. OrcaTV, in its sole discretion and without notice, can terminate this program. This program is only available in the continental United States.

### NEED HELP?

Email us at **support@dpaudiovideo.zendesk.com**  
or call us at **1-833-909-2673**. We are available  
Monday - Friday, 9am - 5pm PST, except major holidays.

Please email your inquiry prior to calling, as this will enable us to better assist you. Make sure to note the model number and a description of your inquiry.

### **LIMITED WARRANTY**

OrcaTV (the "Company") warrants this new product purchased and contained in this package (the "Product") against defects in material or workmanship for 90 Days (Parts & Labor) and 1 Year (Limited) from the date of delivery. In order for the Company to honor this limited warranty, you must present a valid proof of purchase or delivery, as applicable (e.g. a receipt or delivery notice that also shows purchase) of this Product. **IMPORTANT NOTE:** The customer is encouraged to carefully inspect the Product upon receipt after purchase – especially prior to any assembly, disassembly, mounting, installation or utilizing a third-party product of any kind, such as a decorative or protective cover or case.

This warranty is void if the Company deems, in its discretion, that the Product may have been damaged when the packaging was opened, through modification, improper transport, improper storage, improper use, improper assembly or disassembly, exposure to adverse elements, mounting or other installation, and user negligence, water damage or tampering of the barcode of the Product. This warranty does not apply: (a) to cosmetic damage, including but not limited to screen damage, a cracked display, scratches, dents and broken ports; (b) to damage caused by accident, abuse, misuse, fire, water vapor exposure, excessive exposure to humidity, water or other liquid contact, earthquake or other external cause; (c) to defects caused by normal wear and tear or otherwise due to the normal aging of the product; (d) if any serial number has been removed or defaced from the product; or (e) to damage caused by installation or mounting, assembly or disassembly, use with a third party device, cable, protective or decorative cover/case, component or product that does not meet the Company's product specifications. This warranty is a limited warranty for repair of the Product or replacement of the Product with a new or refurbished product, subject to the conditions set forth herein.

The Company is not liable for consequential, indirect, incidental, special or punitive damages and the Company's total liability hereunder shall not exceed an amount greater than the retail purchase price of the product.

### **90 DAYS PARTS & LABOR**

The Company warrants to you as the original retail purchaser of the Product, that should the Product have any warranted defect out of the packaging, under normal conditions, such defect(s) will be repaired or replaced with a new or refurbished part (at the Company's sole discretion) without charge, if the Product is submitted to the Company within a period of ninety (90) calendar days from the date of delivery of the Product. The customer is responsible for transportation cost and insurance charges (if applicable) to the Company and must be able to document a clear proof of delivery to the Company as well as proof of registered receipt by the Company. It is the customer's responsibility to retain original packaging or provide like packaging in order to facilitate the warranty repair or replacement process. The Company will incur no liability whatsoever to provide packaging for warranty items. Should the product be damaged en route to the Company due to insufficient or improper packaging or improper transport, the warranty may be voided. You must receive a return authorization number (RMA#) before sending the unit in for service. This warranty only applies to manufacturer defects, and the Product must be returned to the Company in its original condition.

### **1 YEAR LIMITED PARTS**

If determined to be covered under warranty, the one (1) year (from delivery) limited parts warranty gives the customer the option to return the Product to the Company for repair or replacement. The customer will be responsible for labor charges. This warranty does not cover any incidental or indirect costs incurred as a result of a defect in the Product, including any consequential, incidental or indirect damages.