

EVS WARRANTY POLICY

ALL CUSTOMERS:

1. Every EVS product is covered by a one-year (from date of purchase) warranty on manufacturing defects when purchased new from an authorized EVS Dealer. Ebay sellers and other sellers may not be considered authorized EVS dealer sellers.
2. Warranties cover original manufacturing defects in material and/or workmanship, not normal wear and tear.
3. All products covered by this EVS warranty program will be repaired or replaced. **EVS headquarters will determine whether a product can be repaired or must be replaced.**
4. Products replaced will be replaced with the same size and model as those originally purchased.
5. Customer must obtain a warranty authorization number (from EVS headquarters) and to include on the warranty return form before returning the product to EVS. **A proof of purchase must be included with the warranty return form.**
6. All warranty returns must be sent to EVS headquarters location in CA postage prepaid. All product shipped to EVS Central (Wisconsin) will be refused and sent back as return to sender.
7. EVS will pay freight costs for return of warranty repaired or replacement products to customer at regular ground rates within the first year of warranty **only if proof of purchase is provided.** Customer is responsible for any express shipping charges above regular ground.
8. When a product is in a backorder status, warranty replacements will be given priority when new product is received.
9. Dealers should advise their customers to direct all warranty questions or problems directly to EVS headquarters. The decision for all warranty issues must come from EVS headquarters directly to customer.

EXTENDED WARRANTY ON RC EVOLUTION

A one-time warranty extension is offered on RC Evolution for \$52.50 plus shipping and includes a new RC Evolution and new one-year warranty. Chassis replacement only is \$40 plus shipping. The following conditions apply for this offer.

Proof of purchase is required and it must have been purchased within one year. It is not going to be replaced free of charge in the following circumstances:

- Failure is not caused by a defect.
- Failure is due to normal wear and tear
- Failure is due to crash.

If there is no receipt or if it is over one year, a new RC Evolution must be purchased. After one warranty extension no further extension will be offered.

WARRANTY ON WEB KNEE BRACES

One-year warranty (**with proof of purchase**). We will repair what is broken and ship back free of charge.

After one year or no proof of purchase, repair prices are as follows:

One buckle replaced:	\$10
All buckles replaced:	\$40 per brace
Knee cup /liner:	\$20 per brace
Complete refurbishment (including all d-rings, knee cup and hinge covers):	\$60 per brace
Shipping:	\$12.95 one brace \$17.95 two braces

EXTENDED WARRANTY ON WEB KNEE BRACES

A one-time warranty extension is offered on Web knee braces for \$110 per brace plus shipping and includes a new brace and new one-year warranty. The following conditions apply for this offer.

Proof of purchase is required and it must have been purchased within one year. It is not going to be replaced free of charge in the following circumstances:

- Failure is not caused by a defect.
- Failure is due to normal wear and tear
- Failure is due to crash.

If there is no receipt or if it is over one year, a new brace must be purchased. After one warranty extension no further extension will be offered.

EVS RETURN / EXCHANGE POLICY

EVS RETAIL & RIDER CUSTOMERS:

1. Any EVS product may be returned within 30 days of date of purchase for a refund if purchased directly from EVS, accompanied by a copy of the original invoice, is unused, and in new condition. There is no refund for shipping and handling charges.
2. A restocking fee will be charged for products returned for refund. (10% for returns \$250 or more, \$20 for returns \$50-\$200, \$10 for returns under \$50).
3. Products returned for credit toward a future purchase will not be charged a restocking fee. There will be no credit given for shipping and handling charges. Freight will be charged on any subsequent purchase using the credit balance.
4. If product was purchased elsewhere it should be returned to that dealer, unless there is a warranty or manufacturing issue. EVS will not process refunds for retail customers for items purchased elsewhere.
5. Any EVS product may be exchanged within 90 days of date from purchase if received by EVS unused and in new condition. A shipping and handling fee will be charged.
6. A return authorization number and return form must be obtained (from the Rancho Dominguez, CA EVS headquarters) before returning the product to EVS headquarters. A copy of the original invoice must be included with the return and return form.

DEALERS & DISTRIBUTORS:

1. EVS products may be returned for a refund or credit as long as the product is unused, in new condition and can be restocked. Credit to be determined if the item is an older and/or discontinued style.
2. A restocking fee will be charged. (10% for returns \$250 or more, \$20 for returns \$50-\$200, \$10 for returns under \$50).
3. Dealers with credit terms will have their account credited. Dealers with COD terms will have a credit put on their account. Dealers paying by Credit Card will receive a refund on their credit card.
4. Dealers are to handle all non-warranty returns and exchanges of merchandise for their customers. This includes size or product exchange. *If EVS handles a size exchange instead of the dealer, the customer will pay shipping both ways.* Other exchanges or returns will not be handled by EVS for Dealer customers.