



ADVANCE REPLACEMENT WARRANTY

1. Serial Number Required

Customer must provide the serial of the affected unit to initiate the warranty process.

2. Remote Troubleshooting

Remote troubleshooting must be performed in coordination with Velasea Support to attempt resolution prior to replacement.

3. Advance Replacement Provision

If the issue cannot be resolved remotely, Velasea will provide an advance replacement along with a return shipping label for the defective unit.

4. Shipping Coverage

Velasea will cover the cost of overnight shipping for the replacement product and ground shipping for the return of the defective unit.

5. Replacement Product Condition

Replacement units may be refurbished but will be fully tested and certified for reliability and performance.

6. Product Availability

If the original product is no longer available or has reached end of life, Velasea will provide a replacement unit that meets or exceeds the original product's configuration.

7. Warranty Term

The replacement does not extend or reset the original warranty period. The warranty coverage remains tied to the original equipment's warranty start date.

Contact Velasea Support

Should you need assistance, our dedicated support team is here to help!

support@velasea.com / (833) 551-1068 / [velasea.com/support](https://www.velasea.com/support)