

## DEPOT REPAIR WARRANTY

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### 1. Warranty Overview

This Depot Repair Warranty outlines the process and terms under which Velasea provides repair services for products covered under warranty.

### 2. Initiating a Warranty Claim

To initiate a claim, the customer must contact Velasea Support and report the issue.

**The customer should provide:**

- ▼ A clear and detailed description of the issue
- ▼ The product serial number or other identifying information
- ▼ Proof of purchase (if requested)
- ▼ Velasea Support will evaluate the issue and determine the appropriate course of action

### 3. Part Replacement (If Applicable)

If the reported issue can be resolved with a customer-replaceable part, Velasea will:

- ▼ Ship the replacement part to the customer overnight
- ▼ Include a prepaid return shipping label for the faulty part

**NOTE:** *Velasea reserves the right to determine whether the issue qualifies for a customer-replaceable part solution.*

#### 4. Depot Repair Service

If a hands-on repair is required, Velasea will:

- ▼ Create a Depot Repair Ticket on the customer's behalf
- ▼ Document all relevant details, contact information, failure description, and shipping address
- ▼ Provide instructions for returning the device

#### Repair Turnaround Time:

Repairs are typically completed within 5–7 business days after the device is received at the Velasea repair facility. Actual repair time may vary based on the nature of the issue.

#### 5. Shipping Responsibilities

- ▼ The customer is responsible for the cost of shipping the device to Velasea
- ▼ In certain cases, a prepaid shipping label may be provided, subject to approval
- ▼ Velasea will cover the cost of return shipping using standard ground service
- ▼ Expedited shipping may be offered in specific cases, and Velasea will notify the customer if applicable



## 6. Warranty Terms + Conditions

This warranty is subject to the following terms and conditions:

- ▼ Coverage applies only during the active warranty period and is subject to Velasea's standard warranty policy
- ▼ Turnaround times and shipping durations are estimates and may vary due to repair complexity or logistical conditions

**Velasea reserves the right to:**

- ▼ Decline service for products that fall outside warranty coverage
- ▼ Deny warranty coverage for damage caused by misuse, unauthorized modifications, physical damage, or conditions outside normal operating use

## 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)

