



WARRANTY + SUPPORT OPTIONS

At Velasea, we offer flexible warranty and support solutions to meet the unique needs of our customers. Below is an overview of the available options.

1. Depot Warranty (Break-Fix Repair)

Overview:

Our standard warranty includes repair services performed at Velasea's dedicated service depot.

Customer Responsibilities:

- ▼ Contact Velasea Support to report the issue.
- ▼ Participate in remote troubleshooting with our technical team.
- ▼ If necessary, ship the defective unit to our depot.

Optional Part Replacement:

- ▼ If the issue can be identified remotely, Velasea may ship the replacement part for customer self-installation.
- ▼ This warranty does not include on-site technician dispatch.

Shipping Terms:

- ▼ To Velasea – Customer is responsible for inbound shipping costs.
- ▼ To Customer – Velasea covers return shipping.

2. Next Business Day (NBD) On-site – After Remote Diagnosis

Overview:

Our premium support service includes expedited on-site repair by a certified technician, ensuring minimal disruption to your operations.

Process:

1. Contact Velasea Support for initial remote diagnosis.
2. Once a hardware fault is confirmed:
 - ▼ Replacement parts are shipped via overnight delivery.
 - ▼ A certified technician is dispatched to your location to perform the repair.

Shipping Terms:

- ▼ Velasea covers all shipping costs.
- ▼ A return label will be provided for the faulty part.
- ▼ Replacement parts are shipped overnight.

Additional Notes:

In cases where the original part is unavailable, Velasea will provide compatible hardware that meets or exceeds the original specifications.

3. Advance Replacement (AIO-Specific Products Only)

Overview:

Designed for All-in-One (AIO) systems, this service minimizes downtime by shipping a replacement unit before receiving the defective one.

Process:

1. Report the issue to Velasea Support.
2. If remote resolution is not possible, an RMA will be issued.
3. A replacement unit is shipped to your location along with a return label for the faulty hardware.

Shipping Terms:

- ▼ Replacement Shipment – Velasea covers overnight outbound shipping.
- ▼ Return of Defective Unit – Velasea provides prepaid ground shipping.

Additional Notes:

- ▼ Warranty coverage continues from the original hardware's start date – no warranty reset occurs.
- ▼ If an exact replacement is unavailable, Velasea will supply a unit of equal or better specification.

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)