

Warranty Policy

What is covered	FORUM COMMUNICATIONS INTERNATIONAL warrants against defects in material and workmanship.
For how long	Twelve (12) months from date of installation or Fourteen (14) months from the date of shipment, whichever occurs first. Replacement parts are warranted ninety (90) days from date of shipment or the original warranty, whichever is greater.
What we will do	If it is determined that a component of your system needs to be repaired or replaced, Forum will authorize an Advanced Replacement Component to be sent to your site. Advanced Replacements are limited to three per year per board.
What we ask of you	The original component should be returned to Forum within 5 business days after receipt of replacement. (Failure to do so may result in an invoice for the full value of the replacement board/unit.) All Advanced Replacement equipment will be shipped via 2nd day. Next day air is available for an additional charge.
Our Support	Should you experience any support issue, please contact Forum Communications Technical Support with a brief description of the problem. A Forum Technician will contact you (we have a 2 hour or less response time between the hours of 8:30 am-5:30 pm Central Time, Monday-Friday, excluding Holidays) for Remote Support.
Limitations	Forum is not liable for any incidental or consequential damages resulting from the sale, installation, maintenance, use, performance, or failure of its products. This warranty is in lieu of any and all other warranties, expressed or implied.
Partners	If you purchased your product from a Forum Authorized Reseller, contact the Authorized Reseller for information about support and service agreements applicable to your product. For information on Forum extended warranty service, go to the Forum web site www.forum-com.com , customers, service support option, or call 1-972-680-0700.
Exclusions	Our Standard Warranty under the above policy will not be liable if testing and examination disclosed that the alleged defect or malfunction in the product does not exist or results from: Failure to follow FORUM installation, operation, or maintenance instructions/Unauthorized product modification or alteration/Unauthorized use of common carrier communication services accessed through the product/Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control/Acts of third parties, acts of God, accident, fire, lighting, power surges or outages, or other hazards.



FORUM
COMMUNICATIONS INTERNATIONAL

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and Emergency Response Applications*

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