

Lumens Document Camera 5-Year, Bumper-to-Bumper Warranty Policy

Lumens Integration, Inc. warrants its document camera products free from defects in workmanship and materials for a period of five (5) years from the date of original purchase. This warranty is applicable only if the Lumens product was purchased new, originating from Lumens Integration, Inc. (USA)*, and was used within the United States or Canada. This warranty is intended for the original user only and is non-transferable.

Lumens is not responsible for warranty service if the product's serial number is removed or if the product fails to function properly as a result of misuse, abuse, accident, neglect, unusual physical or electrical stress, unauthorized modifications, tampering, alterations, or servicing provided by entities other than Lumens or its authorized agents.

Should your product prove defective in workmanship or materials during the warranty period, the product may be returned for repair or replacement. Please be sure to obtain a Service Request Form.

Lumens will repair or replace the product, free of charge, and return it to the owner (freight paid by Lumens) within three working days, unless the user requests an advanced replacement unit.

Lumens shall not be held liable for any loss, damage, or inconvenience resulting from the use or inability to use the Lumens product. No repair or replacement of products or parts thereof shall extend the warranty period.

For service requests, please contact us at 510-252-0200 or info@mylumens.com

*Parallel imports and gray market products have their own warranty policy and are not included under the Lumens Integration, Inc. warranty policy.

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