



Fixed Price Repair Menu for Non-Warranty and End of Life Products - Valid from June 2012.

DVRX Products: (end of life)*

Standard Products: (end of life)*

DVR's – STX and STXJP models:**	£450 + VAT
Cameras – All WDC models:	£120 + VAT
Cameras – SCC models:	£120 + VAT
Power supply units – All PDU models:	£150 + VAT

NB*

- All repairs INCLUDE SHIPPING costs.
- All repairs are offered subject to parts availability.
- Acceptance of all repairs is strictly at the manufacturers discretion.
- The fixed repair charge menu will not cover any repairs considered beyond economic repair.

NB**

- DVR spares are STRICTLY limited by our spares stock to 20 x DVR PCB's for the complete DVRX DVR range. Once these have been used for repairs or new build requests for spares – no further repairs will be possible. With this in mind, repairs will be dealt with strictly on a first come first repair basis.
- NEW build spares stock is available as a custom order only – limited by current DVR PCB stocks.
- New units are priced at £950 + VAT per unit.

Please ensure that all return PO's requesting repair any of the above products use the above pricing regardless of fault from the 1st June 2012.

Please complete and attach a copy of VIDIWAVE's return authorization form with ALL returns from http://www.vidiwave.co.uk/return_request.html

All Non-warranty repairs are strictly payment in advance and will be invoiced by Vidiwave once the repair has started.

Goods will only be returned after payment has been received.

Kind regards...

VIDIWAVE RETURNS DEPARTMENT

All Enquiries please phone:

01908 690090