

Av Bend Warranty Statement and Returns and Refund Policy:

FREE 30-Day Shake-Down/Break-In Period

For a period of ninety (30) days from the date of this document or first beneficial use, whichever occurs first, AV Bend warrants the performance of the overall Audiovisual system. This coverage includes all on-site labor required to remedy any issues caused by defective workmanship, materials and/or equipment. We will also provide “reasonable” adjustments to the installed system(s) to ensure your satisfaction. Requests for any support related to the system should be made through our Service portal at <https://avbend.com/contact/support-ticket/>

One-Year Workmanship Warranty

Additionally, AV Bend warrants the entire Audiovisual System furnished to be free from defects in workmanship (i.e. cables, connections, and structural components) for a period of one (1) year from the date of this document or first beneficial use, whichever occurs first. Warranty service for such defects will be handled in a reasonable and timely manner from the time of notification to AV Bend. Requests for any support related to the system should be made through our Service portal at <https://avbend.com/contact/support-ticket/>

Returns and Refund Policy:

All sales, including contracts, rental agreements, equipment, labor, and design services, are final with no refunds. Defective products will be replaced at no cost, but no refunds will be issued. A credit may be applied to future projects, services, or rentals. For non-defective items returned or canceled from the original proposal or change orders, a restocking fee and shipping costs will apply. If AV Bend cannot return the item to the manufacturer, it remains the customer’s responsibility. Returns must be made within 10 days of the Will Call, project install or service call commissioned date.

Support and Warranty:

Warranty Period: 12 months of workmanship, The manufacturer’s equipment warranties are of varying lengths (usually 90-days to 1-year) and all warranties are covered only on a depot (carry-in) basis.

AV Bend warrants the entire Audiovisual System furnished to be free from defects in workmanship (i.e. cables, connections, and structural components) for a period of one (1) year from the date of this document or first beneficial use, whichever occurs first. Warranty service for such defects will be handled in a reasonable and timely manner from the time of notification to AV Bend. Requests for any support related to the system should be made through our Service portal at <https://avbend.com/contact/support-ticket/>

Warranties above shall NOT cover:

1. Problems caused by associated equipment that has been provided and or connected by others: i.e Network devices, cabling, configurations, Power Management, grounding and circuits
2. Damage caused by accident, misuse, improper power source, fire, flood, lightning, other acts of God, repair or alteration by parties other than AV Bend
3. Service to correct user errors
4. Additional parts or scopes of work.

Customer Responsibilities:

The customer is responsible for pathways, millwork, sheetrock, painting, wallpaper repair, man lift, and electrical requirements unless stated otherwise in the scope of work.