

AZPEN WARRANTY INFORMATION

Skywalker will assist with warranty claims within 30 days of purchase by our customer. Beyond 30 days the defect and subsequent RMA process must be handled directly with the vendor. See warranty and contact info below.

Warranty Policy

Azpen offer limited manufacturer warranty from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, Azpen will, at its sole option, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. Azpen provides no warranty for the third-party software included with the product or installed by the customer.

Azpen products are warranted for one (1) year for parts and labor (first purchaser only, this does not include Azpen refurbished products). This warranty is valid only for the first consumer purchaser (refurbished products are not covered under this warranty). **YOU MUST SHOW PROOF OF PURCHASE.**

For complete warranty information please go to:
<https://www.azpeninnovation.com/apps/help-center/#!/support>

CONTACT INFORMATION

Azpen
4108 W. Spring Creek Pkwy. Ste. E300
Plano, TX 75024

Support Phone Number: **(972) 378-5559**
Email: support@azpenpc.com

Process for obtaining RMA

- Please contact Azpen at (972) 378-5559 to start the return process
- We will assign you an RMA/Service Ticket Number for your return.
- This number is required for all returning products.
- Once this number has been assigned, we will send you an RMA Return Form.
- The RMA Return Form must be completed, signed, dated and returned with the product and a valid proof of purchase (required).