



TV One Advance Replacement Form

Prior to being considered for an Advance Replacement from TV One, we must gather some information. Please type or print the requested information. TV One cannot issue an advance Replacement unless this form is completed and signed. For multiple items and/or serial numbers, use a separate sheet of paper and attach it to this form.

Customer Name:		Contact:	
Account Number:		Email:	
Street:			
City:	State:	Zip:	Phone:
Item Number:	Qty:	S/N:	Purchase Date:
Date Technical Support was Contacted:			
Determined Problem by Technical Support:			

Terms and Conditions for Advance Replacement

- *Before an Advance Replacement can be considered technical support must be contacted to determine the issue. Technical support can be reached at 888-520-7479.*
- *TV One recommends that defective units are sent back to the TV One headquarters for repair. Defective units that are sent back will be evaluated and repaired the same day they are received. Once the unit is repaired it will be shipped back the same method it was sent to TV One.*
- *When an Advance Replacement is necessary, the company will be billed when the unit is shipped. A credit will be issued back to the company when the original unit is returned to the TV One headquarters and is determined to be defective.*
- *In the instance when an Advance Replacement is sent and the original unit is found to not be defective, the original unit will be returned. The company will then own both the original unit and the Advanced Replacement unit. No credit will be issued for the original unit.*
- *The returned product must have no damage, scratches or cosmetic defects. (For product damaged by a third party shipper, the customer must file a claim with the shipping company. TV One will not assume responsibility for product damaged by a third party shipping company.)*
- *The product must be returned via prepaid shipping, with all accessories including the operating manual. It must be housed in the original product carton and must contain all the original packaging. The product carton must be free from markings, tears or damage.*
- *The product carton may not be used for a shipping carton. The product, in its original carton, must be packed inside a shipping box with sufficient packing material to prevent damage to the unit and product carton while in transit.*

Should any of the terms and conditions not be met, no Advance Replacement will be issued.

By completing, signing and submitting this form, you agree to be bound by the above terms and conditions. Failure to fully complete this form and receive an Advance Replacement authorization prior to returning the product negates any obligation on the part of TV One to refund any monies or exchange the item.

Name:	Signature:	Date:
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TV One, 2791 Circleport Dr, Erlanger, KY, 41018, 800-721-4044, Fax: 859-282-8225