
RVS Warranty Policy

Rapid Vigil Security warrants all the products we distribute against defects in materials for a period of one (1) year after the date of purchase. During this period, RAPID VIGIL will repair or replace a defective product or part, depending on the noted fault(s) on the equipment.

The customer must send the defective product or part to the RAPID VIGIL service center.

The customer must pay for all transportation and associated freight charges for sending the unit to be repaired. .

This limited warranty shall not apply if the product has damage due to abuse, misuse, misapplication, accident or as a result of service or modification by any other than an authorized service center. If a product is returned to RAPID VIGIL for replacement or repair and no problem is found the purchaser will be billed a fee for inspection as well as all associated freight charges.

After the expiration of the Warranty Period, RAPID VIGIL will repair the Product(s) on a time and material basis, at prices and charges that are not higher than those provided by RAPID VIGIL to a third party. RAPID VIGIL will warrant such out-of-warranty repair of MANUFACTURERS' Products for a period of thirty (30) days from the date of repair.