



Aid Warranty FAQ

What is the specific warranty for my product?

Avid offers two basic warranties; a hardware warranty and a software warranty. Those specific warranties are located [here](#).

What does hardware warranty cover?

Hardware warranty covers defects due to material or manufacturing workmanship issues. Avid will repair or replace your product if it fails for reasons not related to misuse, abuse or accidental damage. At our discretion, Avid may also choose to refund your purchase as the sole remedy for your warranty failure.

What does software warranty cover?

Software warranty covers defects in the software code that result in the software substantially not performing as described in the documentation. The remedy may include sending you new code or making it available via the web; or refund of your purchase.

May I buy the product without the warranty?

No. Warranty is a product attribute. It cannot be separated from the product; much the same as other features of the product cannot be deleted.

Does my warranty cover training on how to use my product?

Avid provides many resources to help you get the most out of your product but warranty does not include this kind of help. There are training courses, community forums, Knowledgebase articles, and other help available at www.avid.com/support. Many of these resources are available to you free of charge along with advanced training courses for reasonable fees.

Does warranty cover help with installation or set-up?

No. Warranty does not provide assistance with installation, configuration or set-up of your hardware or software. Resources are available online at www.avid.com/support that may help you answer your installation questions. Help with installation, along with many other benefits, is included with an annual Avid Support contract. See www.avid.com/support for details on Avid Support offers. Help may also be purchased on a “per incident” basis at www.avidstore.com.

Does warranty provide technical assistance for determining what specific problem I am experiencing?

No. Warranty only covers removal of defects through repair or replacement. An Avid Support contract provides technical assistance and problem trouble-shooting; or you can purchase “per incident” assistance for many products. See www.avid.com/support for details.

In some instances, Avid may ask you to confirm your diagnosis of failure by contacting an Avid Support Technician before returning your product for repair. The warranty claims process will specify when this is needed. This diagnostic help is limited to determination of a warranty failure only. If the Avid Support Technician is able to determine the problem is not due to a warranty failure, the contact will end unless the product is covered by an Avid Support contract.

When does my warranty start?

Hardware and software warranties start on the day you acquire your product from Avid or an Avid authorized reseller. In most cases, this is the same day you purchase the product but it accounts for the rare instance where you do not have immediate access to the product on the same day it was purchased.

What if I did not start using my product on the day I purchased it?

As with most companies, Avid product warranties begin on the day you acquire it. The warranty periods are generally long enough to cover any failures due to workmanship even if you do not start using your product right away.

When does my warranty end?

Avid standard warranty for hardware products is one year from date acquired and 90 days for software products. Some exceptions apply where local laws require longer warranty periods.

Do I need to provide proof-of-purchase to make a claim?

Yes, you will be asked to provide proof-of-purchase to process a warranty claim. A copy of the sales receipt from Avid or an Avid reseller will suffice.

Is my warranty invalid if I do not register my product?

No. Your warranty is valid even when you do not register your product. You may, however, be asked to register as part of the warranty claims process. Avid also strongly recommends that you register your product in order to qualify for, and receive notice of, complimentary offers, technical alerts, and other benefits of registration.

Some software products may require you to register your product in order to activate the software or some of its features. Software activation is not related to warranty coverage.

Is my warranty still good if I bought my Avid product from a friend?

Avid product warranty may be transferred providing proof of original purchase from Avid or an Avid reseller is retained. Software warranty transfers may also require appropriate license transfer forms be completed (fees may apply for license transfers).

Does my warranty cover the product on which I installed my software?

If the product is an Avid branded device, then it has its own Avid Hardware Warranty. Products that are not branded by Avid are generally not covered by an Avid Warranty even if they shipped as part of the solution. If a non-Avid product is covered by an Avid Warranty; a specific document will ship with the product that details the coverage.

I bought a product from a different company but it will not work with my Avid product. Can I process a warranty claim to have Avid make it work?

Avid makes many great products that other companies claim will work with their products. Sometimes these claims are not true and, as much as we want you to get the most out of your Avid purchase, we simply cannot test our products with all the alternative products available for sale. You need to contact the manufacturer of the non-Avid product.

How do I process a warranty claim?

For customers in Australia, warranty claims are processed directly by the reseller from whom the product was purchased. If the reseller is no longer in business, or you purchased your product directly from Avid, you may contact Avid at 02 9420 3066. For all other customers, see the process description below.

The basic process for making a warranty claim for a hardware failure is to contact Avid and obtain an RMA (Return Material Authorization) number. After receiving this number you pack up the failed product (or Field Replaceable Unit) and ship the product at your expense to the location specified, including the RMA # in the package with the failed unit. You will be responsible for any loss or damage to the product during shipping.

Upon receipt of the product Avid, or one of Avid's Certified Repair facilities, will repair the product and ship it back to you. No products will be accepted unless shipped freight prepaid and a Return Material Authorization has been issued. For international service you will comply with all applicable import and export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges.

To process a warranty claim, go to:

[Audio Products](#)

[Video Products](#)

You will need to have ready:

- the product name and model number
- your proof-of-purchase document, including the date-of-purchase and the name of the reseller (if not purchased directly from Avid)
- a detailed description of the failure you have encountered and the steps you took to determine that the problem could not be corrected

What is the warranty on a replacement product?

Products replaced, or repaired, under warranty receive the remaining days of the original product warranty or 90 days; whichever is longer. Products replaced, or repaired, outside the warranty period have a 90-day warranty