

Returns and Warranty

The manufacturer of this VTech product, VTech Communications, Inc. ("VTech"), warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the product and all accessories provided by VTech in sales package ("Product") are free from material defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with operation instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America.

During the limited warranty period, VTech's authorized service representative will replace at VTech's option, without charge, a Materially Defective Product. If we choose to replace this product, we may replace it with a new or refurbished product of the same or similar design. VTech will return replacement products to you in working condition. VTech will retain defective parts, modules, or equipment. Replacement of Product, at VTech's option, is your exclusive remedy. You should expect the replacement to take approximately 30 days.

The limited warranty period for the product extends for ONE (1) YEAR from date of purchase (90 days on products purchased as Refurbished*). This limited warranty also applies to replacement Products for a period of either (a) 90 days from the date the replacement Product is shipped to you or (b) the time remaining on the original one-year limited warranty (90-day limited warranty on products that are purchased as Refurbished*). Whichever is longer.

*Refurbished products purchased from our online store carry a 90-day replacement warranty.

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech electrical accessories; or
5. Product whose warranty/quality stickers, Product serial numbers plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without valid proof of purchase (see 2 below); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

To obtain warranty service in the United States of America. Call 1-800-595-9511 for instructions regarding where to return the Product. Before calling for service, please check the user's manual. A check of the Product controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of Product(s) to the service location. VTech will return replaced product under this limited warranty to you, transportation, delivery or handling charges prepaid. VTech assumes no risk for damage or loss of the Product in transit.

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2. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty;
3. Include "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
4. Provide your name, complete and correct mailing address, and telephone number.

Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this product. VTech provides no other warranties for this product. The warranty exclusively describes all of VTech's responsibilities regarding the product.

There are no other expressed warranties. No one is authorized to make modifications to this warranty and you should not rely on any such modification.

State Law Rights: This warranty gives you specific legal rights, and you also have other rights which vary from state to state.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use) are limited to one year from date of purchase. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the product, or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

US customers may contact us by telephone at: (800) 595-9511
Monday – Friday 7 AM - 4 PM Pacific Time.

Canadian customers may contact us by telephone at: (800) 267-7377
Monday - Friday 7 AM - 4 PM Pacific Time.