



Every new Travel Vision satellite antenna is thoroughly inspected and QC (quality control) tested before leaving the factory, and is covered by the following minimum two years parts and labour RTB (return to base) warranty from the date of original purchase.

Two Year RTB warranty:

The customer is not responsible for the cost of replacement parts if the original part is determined to be defective under the terms of warranty. Travel Vision B.V. guarantees its satellite antennas against any material and/or construction faults and defects. It is the customer responsible for the cost of any replacement parts after two years. This warranty does not cover installation, external wiring and/or any additional un-associated hardware or accessories not originally supplied by Travel Vision B.V.

Should any faults develop during the warranty period please contact the original supplying dealer or Travel Vision B.V. before the warranty period expires.

The following is excluded from the Travel Vision warranty:

The product has been abused, misused, improperly installed or improperly maintained.
Damages that may occur during transit, the customer shall always be responsible for all transport risks and damage.
The product has been used/installed without the use of Travel Vision mounting brackets and hardware.
Repairs that have been made or attempted by a third party.
Repairs that are required due to normal wear and tear.
Modifications that have been made to the product unless authorised in writing by Travel Vision B.V.
The antenna unit, control box or control panel has been opened.
Damage caused by abrasive cleaning or power washing.
Circumstances beyond the control of Travel Vision B.V., line of sight blockage, outside satellite reception footprints, broadcast channel changes and frequency changes that can cause the product to no longer operate correctly.
Customer is not the original owner or cannot provide proof of purchase/installation.

In no event shall Travel Vision B.V. be liable for any indirect, incidental, or consequential damages from the sale or use of the product. This disclaimer applies both during and after the term of the warranty.

Standard warranty T&C's for carriage are:

The customer is responsible for the cost of returning the product under warranty to the supplying dealer or direct to Travel Vision B.V. Travel Vision B.V. will be responsible for the cost of return to the customer/dealer. This does not affect your statutory rights.

For additional information, please contact your local dealer or directly the manufacturer:

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