

LOBBYGUARD®

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LobbyGuard® Optio Kiosk Hardware Warranty

The LobbyGuard Optio is covered by a Standard Warranty or an optional Gold Warranty. Please refer to the section below that covers the appropriate warranty level that you selected for your product. Email the kiosk serial number to support@lobbyguard.com as needed for clarification of your kiosk warranty level.

RMA: Any kiosk components in need of repair or return must be pre-authorized by LobbyGuard Support and an RMA number must be obtained in advance of any returns. Email support@lobbyguard.com to begin this process.

STANDARD WARRANTY: LobbyGuard Solutions, LLC warrants the LobbyGuard Kiosk Hardware Assembly and all kiosk components for a period of one year from date of purchase. This warranty covers repair and/or replacement of warranted items at the sole discretion of LobbyGuard Solutions, LLC. Hardware in need of repair must first be returned to LobbyGuard Solutions, LLC. All packaging and shipping costs from the customer to LobbyGuard Solutions, LLC are the responsibility of the customer. Packaging for any returned components must be in an approved container. Any items returned without an RMA or in an unapproved container will not be accepted for repair or service. Return shipping for warranted items to the customer will be paid by LobbyGuard Solutions, LLC. If the customer has disposed of the original kiosk shipping container this may require the purchase of a new shipping container as well as shipping costs to get the new container to the customer location. THIS WARRANTY DOES NOT COVER DAMAGE INCURRED AS A RESULT OF MISUSE OR DESTRUCTION OF THE KIOSK OR KIOSK COMPONENTS BY THE CUSTOMER.

GOLD WARRANTY: LobbyGuard Solutions, LLC warrants the LobbyGuard Kiosk Hardware Assembly and all kiosk components for a period of three years from date of purchase. LobbyGuard Solutions, LLC shall provide replacement of failed kiosk component(s) within one business day from date of RMA. RMA's created after 12pm EST will have the replacement process initiated the following day. Replacement component packaging will contain return shipping label for customer return of broken or faulty component. Customer is responsible for packaging such component(s) and return to LobbyGuard Solutions, LLC via the included packaging and shipping label. FAILURE TO DO SO WITHIN 30 DAYS WILL RESULT IN AN INVOICE IN THE AMOUNT OF REPLACED COMPONENT(S). THIS WARRANTY DOES NOT COVER DAMAGE INCURRED AS A RESULT OF MISUSE OR DESTRUCTION OF THE KIOSK OR KIOSK COMPONENTS BY THE CUSTOMER.

POST-WARRANTY SERVICE: Service charges and shipping charges to and from the customer location will apply for service performed by LobbyGuard Solutions, LLC on a kiosk or kiosk component after the warranty period. LobbyGuard Solutions, LLC will provide customer with a time and cost estimate for any such post-warranty repair. This estimate must be approved prior to any work being performed.

**For more information or to begin the RMA process contact
LobbyGuard Technical Support at support@lobbyguard.com**