

(FUUOUBSUFE

POOFDUIMBDPYIPVSDPNVUFS

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.BOBF

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Warranty & Technical Support

What is included in the BlackBox warranty?

Your purchase of BlackBox from an authorized Glyph reseller includes a comprehensive three-year warranty. Glyph warrants that your BlackBox purchase is free from material and mechanical defects. Proof of purchase may be required to receive warranty service. If you are unable to provide a valid proof of purchase, the warranty period will be calculated based on the original date of sale between Glyph and the authorized reseller.

What is not covered?

The BlackBox warranty does not cover damage or accidental damage caused by misuse, modification, alteration, tampering, an unsuitable operating environment, improper care, or failure caused by another product for which Glyph is not responsible.

What is the warranty procedure?

- 1) Contact Glyph and obtain an RMA (Return Merchandise Authorization) number.
- 2) Carefully pack and ship your BlackBox to the address provided by the Glyph service representative. There is no need to include cables of any kind, just the BlackBox unit. Be sure the box is clearly labeled with your RMA number in several places.

Contact Us

If at any time you have questions regarding BlackBox, please contact us using one of these methods:

Phone support 855.335.0345 (toll-free U.S. only)
607.275.0345 (international)

Email tech@glyphtech.com

Web www.glyphtech.com/support

NOTE: Before contacting Glyph support, we recommend you gather the following information about your configuration:

- BlackBox serial number (this is located on the bottom of your BlackBox)
- Operating System (Windows XP/7/8, Mac OS X 10.5, 10.6, 10.7 etc)