



General Service Level Agreement - Technical Support Response Times

Along with a five-year warranty, Pro-Vision offers unlimited technical support by phone and email to customers. Support hours are Monday through Friday, 8 a.m.-8 p.m. eastern (except for holidays). Below are standard response times to technical inquiries.

Type	Response Time	Completion
Phone Inquiry	1 hour*	Completion times and days set on a case by case basis
Email Inquiry	1 day*	Completion times and days set on a case by case basis
RMA	1 hour*	Qualified replacements ship within 2 business days of receiving returned product

**within standard support hours*

**after hours inquiries will be responded to during the next business day*

Pro-Vision technical support can be reached toll free at 800-576-1126 or by emailing support@provisionusa.com.

Pro-Vision works with customers to create solutions that address specific needs. Service Level agreements are created on a case-by-case basis.

Technical support and warranty are not provided to customers with past due invoices.