

# NEXTcam WARRANTY & TERMS

## **I. Warranty:**

videoNEXT, LLC guarantees all of our products to be free of defects in workmanship and material for 365 days, unless otherwise specified, from date of sale to the customer. 3rd Party products such as cameras, monitors and the like carry the warranties of the respective manufacturers.

## **II. Satisfaction Guarantee:**

We offer a 30-day money-back guarantee. If you are not satisfied for any reason, merchandise can be returned within thirty (30) days of purchase for a full refund, excluding the shipping cost. Call us for instruction as per section VI Warranty Service below.

## **III. Remedies:**

Your exclusive remedy for any defective Product is limited to the repair or replacement of the defective Product. videoNEXT may elect which remedy or combination of remedies to provide in its sole discretion. videoNEXT shall have a reasonable time after determining that a defective Product exists to repair or replace a defective Product. videoNEXT's replacement Product under its limited warranty

will be manufactured from new and serviceable used parts. videoNEXT's warranty applies to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a repaired or replaced Product, whichever is longer.

## **IV. Limitation of Damages:**

videoNEXT's entire liability for any defective Product shall in no event exceed the purchase price for the defective Product. This limitation applies even if videoNEXT cannot or does not repair or replace any defective Product and your exclusive remedy fails of its essential purpose.

## **V. Exclusions:**

We will replace or repair, at our option providing there is no evidence of customer misuse, or alteration. videoNEXT will not be liable for any defects arising out of any modification or attempted modification of the hardware or software products. This limited warranty provided by videoNEXT does not cover:

1. Products which have been subject to abuse, accident, alteration, modification, tampering, negligence, misuse, lack of reasonable care or if repaired or serviced by any other

than a service facility authorized by videoNEXT to perform such service, or if the model or serial number has been altered, tampered with, defaced or removed.

2. Initial installation and installation and removal for repair. This warranty excludes costs for initial technical configuration (setup) of the unit;
3. Use of products without an Uninterruptible Power Supply (UPS) with adequate capacity to power the unit until main power is restored or until the unit is gracefully powered down by the user. Failure to provide constant, uninterrupted power to the unit will void all warranty.
4. Damage that occurs in shipment, due to act of God, and any cosmetic damage;
5. Defects or damage resulting from; improper or inadequate maintenance or neglect by customer; customer-supplied parts; unauthorized modification or misuse; operation outside of the environmental specifications for the products; improper site preparation and maintenance;
6. Defects or damage resulting from modifications and/or integration with third party software or hardware. This warranty does not apply to videoNEXT products which have been modified or incorporated into other products; use of other companies' parts or accessories, either new or remanufactured, if modifications or integration are performed by a third party. If modifications or integration are performed by videoNEXT, this may be covered under a separate warranty.



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## **VI. Obtaining Warranty Service:**

1. Original purchaser must fill out a warranty card which is enclosed in the package, except some minor parts may not have the card, and mail it to the address noted on the card. (In case the warranty card is not included in the package even though it is not a minor part, you should keep the original invoice.)
2. Verify operation of the unit by checking the instruction manual and Engineer's Specifications.
3. If there is a defect in material or workmanship Contact videoNEXT Technical Support for an RMA (Return Merchandise Authorization) number. To contact technical support call (703) 848-4730.
4. Arrange for delivery of the product to the factory or an authorized service center. The unit should be mailed back prepaid by insured parcel post to videoNEXT, LLC.

Products must be insured and securely packed, in the original shipping carton. Under no circumstances will returns be accepted if the original package is not maintained and if the original receipt/invoice is not enclosed. A letter explaining the defect and a copy of the bill of sale or other proof of purchase must be enclosed with a complete return street address and a daytime telephone number. The RMA (Return Merchandise Authorization) number should also be indicated on your documents. Charges for transportation and insurance must be prepaid by the end user.

## **VII. Express and Implied Warranties:**

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. NO PERSON, AGENT, CRITICAL EVENTS, DEALER, SERVICE FACILITY, OR COMPANY IS AUTHORIZED TO CHANGE, NODIFY, OR ARMEND THE TERMS OF THIS LIMITED WARRANTY IN ANY MANNER OR FASHION WHATSOEVER. EXCEPT AND TO THE EXTENT PROVIDED IN THIS LIMITED WARRANTY. VIDEONEXT, LLC. MAKES NO EXPRESS WARRANTY REGARDING THIS VIDEONEXT, LLC. PRODUCT, FURTHER, ALL IMPLIED WARRANTIES RELATING TO ANY PORTION OF THIS PRODUCT, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR FOR LABOR AND PARTS, THEN DURATION OF THE APPLICABLE EXPRESS WARRANTY CONTAINED ABOVE. VIDEONEXT, LLC. SHALL NOT BE LIABLE TO THE PURCHASER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSS OF PROFIT OR PRODUCT OR ANY OTHER LIABILITY RESULTING FROM ANY DEFECT OR MALFUNCTION OR FAILURE OF THIS PRODUCT. SOME

STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LAST, OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

## **VIII. Legal Status & Uses of Products:**

It is the responsibility of the buyer to ascertain and comply to all applicable local, state and federal laws in regard to the profession and use of any items purchased. Consult an attorney regarding such laws before placing an order. Check all applicable laws regarding video and audio recording. By placing an order, the buyer represents that he or she is of legal age and agrees to use the product only in a lawful manner. We assume no liability associated with product installation and usage.

By placing an order, the buyer signifies agreement to these terms. All information in this site, the description of products, products design and/or the terms are subject to change without prior notice.



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