

EZCCTV.COM LIMITED
LIMITED PRODUCT WARRANTY

All **Hardware Products** sold by ezCCTV.com under the **ezVision brand** come with a standard 3 Year back to base warranty, all other products sold by ezCCTV.com come with the standard manufacturers warranty.

Scope of the ezCCTV.com Limited Product Warranty

ezCCTV.com warrants to the original purchaser that any **ezVision** branded hardware will be free of defects in workmanship and materials for the applicable limited warranty period set forth in your packing slip or invoice, which is measured from the date of shipment. Importantly, this limited product warranty **does not cover**:

- Batteries, computer peripheral items such as mice, keyboards, thumb drives and speakers;
- non-**ezVision** branded hardware products and accessories e.g., monitors, (monitors come with their own warranty direct with the manufacturer) and software, including the operating system and software added, as well as any third party software;
- products that have been damaged by actions that are beyond ezCCTV.com's control, including for example, impacts, fluids, fire, flood, wind, earthquake, lightning or similar disaster, war, strike, lockout, epidemic, destruction of production facilities, riot, insurrection or material unavailability;
- product that has been damaged by accidental damage, i.e. spills, drops, power surges;
- product that has been damaged through misuse, abuse or mishandling, including without limitation, the unauthorised modification of the system as a whole or any individual component (unless expressly consented by ezCCTV.com technical director or someone in his department in writing) and/or the attachment of peripheral devices; product for which ezCCTV.com has not received payment;
- General wear and tear including the paint or finish.

During your applicable limited product warranty period, if a covered product is proven to be defective in workmanship or materials, ezCCTV.com will, at its option:

(1) replace or repair the defective component; or (2) replace the product with a comparable product.

Replacement parts will be new or serviceably used, comparable in function and performance to the original part or product, and warranted for the longer of fourteen days or the remainder of the warranty period. Replacement products may be refurbished, and are warranted for the longer of fourteen days or the remainder of the applicable limited warranty period. Any additional purchases or upgrades will not extend this limited product warranty.

If we determine that the problem with the product is not covered by the limited product warranty, we will inform you of alternative solutions that may be available to you on a fee-for-service basis.

The above warranty does not extend to parts, materials or equipment not manufactured by the Vendor, or not covered by the **ezVision** brand in respect of which the Buyer shall be entitled only to the benefit of any such warranty or guarantee, as is given by the manufacturer to the Vendor;

Before returning the Goods to ezCCTV.com the Buyer shall obtain from ezCCTV.com a return material authorization (RMA) number, which shall be quoted when the Goods are returned.

When replacement Goods are sent, at ezCCTV.com's discretion, as advance warranty replacements (usually only if the goods have been invoiced for no more than one month), these Goods will be invoiced in full and become payable under the conditions contained herein. On receiving the alleged faulty goods, returned by the Buyer at his expense and risk, then providing the goods are packed in the box that the replacement goods were sent in and are complete with all leads, instructions, protection, packing materials, etc. as new and the returned goods are shown to be covered by the above guarantee then a credit will be raised equal to that of the advance warranty replacement invoice. If the goods are found not to be covered by the above guarantee then the goods will be made available for collection or delivery, at the Buyers expense and risk, and the relevant payment for the goods is due in full.

This warranty agreement gives you specific legal rights, and you may also have other rights that vary from country to country (or jurisdiction to jurisdiction). ezCCTV.com's responsibility for defects in ezVision branded hardware is limited to repair or replacement as set forth in this limited product warranty. All expressed and implied warranties for the product, including but not limited to any implied warranties and conditions of merchantability and fitness for a particular purpose, are limited in time, to the term of the limited warranty period reflected on your packaging slip or invoice. No warranties, whether expressed or implied, will apply after the limited warranty period has expired.

Moreover ezCCTV.com and your maximum liability to the other is limited to the purchase price you paid for products or services. Neither you nor ezCCTV.com, will be liable to the other, for property damage, personal injury, loss of use, interruption of business, "down time", purchaser's time, loss of use of related equipment, lost profits, lost data or other consequential, incidental, punitive or special damages, however caused, whether for breach of warranty, contract, tort (including negligence), absolute or strict liability or otherwise, other than those damages that are incapable of limitation, exclusion or restriction under the applicable law.

Some jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above or exclusions may not apply to you.