



WARRANTY POLICY (U.S.A. only)

Terms and Conditions

Effective Date May 1, 2009

LIMITED WARRANTY

NUVICO warrants NUVICO-branded products against defects in material and workmanship under normal use and service for **three (3) years**. Product and parts which are exceptions to this warranty period are **EasyTrak PTZs for two (2) years, EasyTrak, ZoomMatic's Motorized zoom lenses for one hundred eighty (180) days and Monitors and LCD panel part of EL-Series DVRs for one (1) year**. All warranty periods for NUVICO-branded products start from NUVICO's shipment date to an Authorized Distributor.

NUVICO sells products exclusively through Authorized Distributors to ensure proper support and service. NUVICO will, at our sole discretion, repair or replace, without charge, a product determined to be defective under the terms of this warranty. The repaired or replaced product is warranted for the term balance of the original warranty.

WARRANTY EXCLUSIONS

- Use with incompatible products.
- Damage caused by accident, abuse, misuse, flood, fire, earthquake, lightning, power surges or other external causes.
- Damage caused by operating the product outside the permitted or intended uses as described by NUVICO.
- Damage resulting from service (including upgrades and expansions) performed by anyone not previously authorized by NUVICO.
- Any product or part that has been modified without prior, written permission of NUVICO.
- Any consumable parts, such as batteries.
- Any product, in which the serial number has been removed, tampered with or defaced.
- Any NUVICO-branded product not obtained from an Authorized Distributor

NUVICO assumes no liability for damage or losses resulting from the use or misuse of NUVICO-branded products. Further, NUVICO's liability for a claim relating to our products shall not exceed the price paid by the customer and received by NUVICO for said products.

In no event is NUVICO responsible for special, incidental or consequential damages, including but not limited to the loss of profit, the loss of data, and the loss of damages whether by error, omission or negligence on the part of NUVICO or our employees.

ADVANCE REPLACEMENT POLICY

NUVICO, at our discretion, will provide a replacement unit for a NUVICO-branded product, when the product can be reasonably assumed to be defective by NUVICO, for up to 90 days after the shipment date of the product to an Authorized Distributor. At our discretion and based upon actual need, this period can be extended to 90 days after the sale of the product by an Authorized Distributor if a serial # and copy of invoice can be provided to NUVICO by the Authorized Distributor.

Upon determination that a unit is defective "out of the box", or fails subsequent to initial installation, the Authorized Distributor must request authorization from a NUVICO representative for an "Advance Replacement." Upon receipt of authorization from NUVICO to the Authorized Distributor, the Distributor may replace the unit directly to the customer from the Distributor's existing stock, or if the Distributor has no replacement may request a unit be invoiced & shipped via standard freight from NUVICO. In either case, an RMA # must be obtained from NUVICO prior to sending the defective unit back to NUVICO for evaluation.

Advance replacement products are new or "like-new" refurbished products and are warranted as new. All advance replacement products are invoiced upon shipment and are credited to the Authorized Distributor only upon receipt and completion of NUVICO evaluation of the presumed defective product by NUVICO. All invoices remain "due and payable" if the returned product is not covered under the limited warranty policy and advance replacement policy.

EXCLUSIVE REMEDY

NUVICO MAKES NO OTHER EXPRESS WARRANTY, WHETHER WRITTEN OR ORAL. NUVICO EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS LIMITED WARRANTY SET FORTH ABOVE AS PERMITTED BY LOCAL LAW.

THE LIMITED WARRANTY TERMS ABOVE, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY, BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO THE CUSTOMER.

FOR INSTRUCTIONS ON RETURNING A PRODUCT FOR WARRANTY SERVICE, PLEASE SEE OUR **RMA RETURN PROCEDURES DOCUMENT