



WARRANTY & SERVICE POLICY

This policy is superseded by any alternate terms agreed to in any separate written agreement.

WARRANTY (begins from ship date)

Camera / IP Servers:
One year Parts and Labor

Monitors:
3 months Parts and Labor
12 months Parts only

These goods are warranted to be free of defects. Warranty will not be honored if product is modified/alterd, damaged, misused, stored, or used outside of recommended conditions and or repaired without authorization or other cause(s) not within the control of Videology Imaging Solutions, Inc.

SERVICE POLICY

- All units require an approved RA# prior to shipping to Videology (see policy below).
- Product returned with unconfirmed problem will be assessed a \$60 evaluation fee per unit.
- Estimate of repair cost requested by customer will be charged a \$60 evaluation fee per unit. If the repair is approved for work the fee is waived.
- Charge for Out of Warranty/Voided Warranty Products will be charged as follows: Cameras/Monitors: An estimated charge will be forwarded to the customer at the labor rate of \$75.00/hour. Estimated charge may or may not include parts. Customer must approve repair estimate before repairs may proceed. If the estimate of repair will be exceeded, the customer will be notified by Videology and repair may be discontinued by customer. Unrepaired product will be returned unless specified by customer.
- Estimated time for repairs:

Cameras:	30 days from date received at Videology
Monitors:	60 days from date received at Videology

EVALUATION RETURN POLICY

- All evaluation units require an approved RA# prior to shipping to Videology (see policy below).
- Evaluation units must be in original state and packaging or charges may be applicable – unit must include original Videology box, inside packaging material, cables, connectors, manuals, etc.

RETURN AUTHORIZATION (RA) POLICY

- All products must have an approved RA # acquired from Videology prior to return.
- Any product returned without an approved RA# will be refused at time of receipt.
- All products must be listed separately with complete serial number and specific description of problem on Videology RA Request Form. Form is available on our website, www.videologyinc.com, or contact your Customer Service Representative.
- Authorized RA will be issued for *Exact Quantity* and *Item* listed.
- Processing Fee will be charged for any quantity/product added after issue of Authorized RA. If an additional quantity/product is returned, we require a new form.
- Units must be in original state and packaging or charges may be applicable - unit must include original Videology box, inside packaging material, cables, connectors, manuals, etc.
- Shipping Charges:
Customer is responsible for shipping to Videology
Videology is responsible for shipping to customer via UPS Ground ONLY.
If another method of shipment is requested charges will be paid by customer.
- Authorized RA# and Videology model # must be referenced on all paperwork, correspondence, and shipping label.
- Please include a copy of the authorized RA inside box.

Ship all returns to:

Videology Imaging Solutions, Inc.
37M Lark Industrial Pkwy
Greenville, RI 02828
Attn: RMA# _____

TELEPHONE: 401-949-5332
FAX: 401-949-5276