

Terms and Conditions

Saved From: [./article.php?id=1220](/article.php?id=1220)

Order Shipment Notification and Timing: In-Stock Items: These products will ship within 3 business days and you can expect your product to be delivered within 7 business days from ship date. You will receive a "Shipping Confirmation" e-mail when this order ships, at this time your credit card will be charged.

Out-of Stock Items: Prior to check out you will be notified if your product is out of stock. These products may be out of stock for up to 10 weeks. Your credit card will not be charged until the product ships. You will also receive an e-mail notification once your order ships.

Shipping Transit Time: All of our orders are shipped via UPS Ground Services. Average delivery time is within 7 business days from ship date. Expedited shipping services are currently not available. Our shipping is calculated based on the time the order leaves the warehouse, not from the time the order was placed. Processing time is based on product availability and time of year.

In most cases your package is prepared for shipment immediately and cannot be changed or cancelled. If you were notified that your product is Out-of Stock and you need to change or cancel your order, please email us at webstore@nightowlsp.com as soon as possible. We cannot guarantee that the order will be cancelled but if we are still able to cancel your order Night Owl Security Products will do its best. Otherwise, you will have to wait to receive your package and go through the Returns (RMA) process found on our website.

Under rare circumstances packages can take longer than the average delivery time. Night Owl Security Product's goal is to provide you with an efficient, hassle free delivery process. If you do not receive your package and the tracking information says it has been delivered, please contact us at webstore@nightowlsp.com and provide us with your full name, complete shipping and billing address, order number, the product you ordered, contact phone number and best time to reach you. We will then personally contact you to resolve any issues.

Return Policy:

Return Policy: Night Owl SP LLC guarantees your satisfaction with all of its products sold. We will not be responsible for customer's misunderstanding of the products, therefore, please be sure you read all specifications of the product you intend to purchase.

Return authorizations may be requested within 30 days from shipping date. Once return (RMA) is approved

the product must be delivered to our Naples, FL warehouse within 14 days from the RMA approval date. See below for details about Night Owl's Return Policy.

Unopened Products: Returns may be made within 30 days from shipping date if the product is in its original packaging and has never been opened. Full refund, money back guaranteed for all unopened products.

Opened or Used Products: You may return any product that has been purchased, within 30 days from the shipping date. It must be in its original packaging with all hardware and accessories in the packaging; granted that the products are not damaged or abused and has perfect working conditions. A 20% Re-Stocking fee will be applied.

Defective/DOA (Dead On Arrival) Products: If the product is defective and is being used for the first time, Night Owl SP LLC will replace the product at no charge to the customer (shipping and handling charges may apply) or the customer has the option to return the product for a full refund within 30 days from the shipping date. If the product is discontinued, Night Owl SP LLC will automatically upgrade you to a comparable or better system.

Prior to receiving a full refund, Night Owl SP LLC will inspect the product to ensure it is DOA. If the product is not defective and is in working conditions, a 20% Re-stocking fee will apply.

This only applies to purchases made directly from www.nightowlsp.com . If you purchased a Night Owl SP LLC product through a retailer or any other online retailer you will have to do the return directly with that specific retailer. Night Owl SP LLC can only reimburse customers who purchased directly from our website.

Privacy Policy:

Night Owl SP LLC takes your privacy seriously, and we want you to know how your information provided is used.

- Your Full Name
- Your Shipping Address
- Your Billing Address
- Your E-mail Address
- Your Phone Number
- Your Credit Card Number

- Fulfilling orders and requests for products, services or information
- Processing returns or exchanges
- Tracking and confirming online orders
- Delivering or installing products

- Marketing and advertising products and services for Night Owl Products ONLY
- Establishing and managing your accounts with us
- Communicating promotions
- Operating, evaluating and improving our business

- Night Owl SP LLC will not share your information or sell it to any 3rd party companies. Rest assured that your data and information is for Night Owl SP LLC business purposes only.

How we protect your information: Transmissions over the Internet are never 100% secure or error-free. However, we take reasonable steps to protect your personal information from loss, misuse, and unauthorized access, disclosure, alteration, and destruction.

Warranty:

NIGHT OWL, LLC (â€œNight Owlâ€•) provides the following warranty to the original retail purchaser only (the â€œPurchaserâ€•) with respect to this product (the â€œProductâ€•):

For a period of one (1) year after the date of sale, the Product shall be free from manufacturing defects in material and workmanship. In the event that the Product is defective, the Purchaser must return the Product at Purchaser's cost (no CODs) to the address below, with the original proof of purchase receipt. In its sole discretion, Night Owl will either repair or replace the Product at no additional cost to the Purchaser. Any replacement Product (or parts) will be covered by the same warranty as the original Product through the expiration date of the original warranty period.

Exclusions: This warranty does not apply to the following parts or upon the following events:

- Bulbs, LEDs and batteries;
- The Product was not used or installed in the manner described in the installation instructions;
- Negligent use of the Product or misuse or abuse of the Product;
- Electrical short circuits or power surges;
- Use of replacement parts not supplied by Night Owl;
- Product is either tampered with, modified or repaired by another service provider;
- Product has not been maintained in accordance with the instructions;
- Accident, fire, flood or other acts of God;
- Failure to use Night Owl approved accessories;
- Defects or damages arising by use of the Product in other than normal conditions (including normal atmospheric, moisture and humidity conditions).

Except as otherwise prohibited by law, this warranty is in lieu of other warranties, express or implied, and Night Owl neither assumes nor authorizes any person to assume for it any other obligation or liability in connection with the sale or service of the Product.

In no event shall Night Owl be liable for any special or consequential damages arising from the use of the Product or arising from the malfunctioning or non-functioning of the Product or for any delay in the performance of this warranty due to any cause beyond its control. This warranty shall not apply to installation or the removal and reinstallation of products after repair.

Night Owl does not make any claims or warranties of any kind whatsoever regarding the Product's potential, ability or effectiveness to prevent, minimize or in any way affect personal or property damage or injury. Night Owl is not responsible for any personal damage, loss or theft related to the Product or to its use for any harm, whether physical or mental related thereto. Any and all claims or statements, whether written or verbal, by salespeople, retailers, dealers or distributors to the contrary are not authorized by Night Owl and do not affect this provision of this warranty.

Returns under this Warranty In order to obtain service, please make sure that you have registered your product on-line no later than thirty (30) days after purchase at <http://www.nightowlsp.com> in the warranty registration section or in any other matter described in the instructions.

Â Â

Custom Fields

- **# of Channels:** 4 Channel, 8 Channel, 16 Channel
 - **Night Owl DVR Model Series:** All Models
 - **Operating System:** Windows XP, Windows Vista, Windows 7, Windows 8, OSX
 - **Type:** Policy
-