

Warranty Policy

Samsung Techwin America (STA) warrants to the original purchaser that STA's products (the "Products") are free from defects in material and workmanship for a period of three (3) years from the date of original purchase, unless a different period is otherwise expressly stated below (the "Warranty Period"). STA's obligation under this warranty is expressly limited to supplying replacement parts, repairing, or replacing, at its sole option, any product which STA, in its sole judgment and discretion, determines contained a defect in materials or workmanship at the time of shipment from STA. This warranty does not include on-site service or removal and re-installation costs. This warranty is valid only on STA products and is subject to the limitations and exceptions listed below.

THIS LIMITED WARRANTY IS EXCLUSIVE, IS STA'S ONLY WARRANTY, AND IS EXPRESSLY IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTIES. STA HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES AND WARRANTIES THAT MAY BE IMPLIED BY LAW, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, AND OF FITNESS FOR A PARTICULAR PURPOSE OR SPECIFIED USE. TO THE MAXIMUM EXTENT PERMITTED BY LAW, STA, ITS SUBSIDIARIES, AND PARENTS SHALL NOT BE RESPONSIBLE FOR AND HEREBY DISCLAIMS ALL LIABILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCURRED BY YOU OR ANY OTHER PERSON OR ENTITY HOWEVER CAUSED, WHETHER BY THE NEGLIGENCE OF STA OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO, ANY LIABILITY (i) FOR LOST REVENUES, LOST PROFITS, LOSS OF USE, THE COST OF DATA RECOVERY FROM HARD DISK DRIVES, THE VALUE OF DATA THAT CANNOT BE RECOVERED FROM HARD DISK DRIVES, OR ANY OTHER COMMERCIAL LOSSES OF ANY TYPE; (ii) FOR INJURY TO OR DEATH OF ANY PERSONS IN CONNECTION WITH THE PRODUCTS; AND (iii) LIABILITY WHICH YOU HAVE TO ANY OTHER PERSON, IRRESPECTIVE OF WHETHER SUCH LIABILITIES WOULD OTHERWISE ARISE FROM STATUTE, NEGLIGENCE, CONTRACT, STRICT LIABILITY, OR OTHERWISE. ALL RIGHTS GRANTED TO YOU UNDER THIS LIMITED WARRANTY ARE CONDITIONED UPON AND SHALL ONLY ARISE IF THEY ARE EXERCISED IN THE MANNER DESCRIBED BELOW, AND ARE LIMITED TO THE ONE, SOLE AND EXCLUSIVE REMEDY OF REPAIR OR REPLACEMENT, AS SPECIFIED HEREIN.

If any person or entity other than STA repairs or replaces parts on the Products without the prior written consent of STA, this limited warranty shall be void with respect to the part or component of the Products so repaired or replaced, and with respect to any other part or component related thereto.

For a warranty claim to be valid, you must give full and reasonable written notice to STA of the defect

within thirty (30) days of your discovery of the defect, but in no event later than the last day of the Warranty Period. On receipt of any such written notice, STA will, as soon as reasonably practicable, cause to be repaired (or, at the sole option of STA, have replaced) the defect(s) identified by the notice. STA's SOLE RESPONSIBILITY IS TO REPAIR OR REPLACE SUCH DEFECTIVE ITEMS OF WHICH STA SHALL HAVE RECEIVED TIMELY AND PROPER NOTICE AS PROVIDED HEREIN. ALL REPAIRS PERFORMED BY STA AND ALL REPLACEMENT OF PARTS BY STA SHALL BE SUBJECT TO THE SAME LIMITED WARRANTY PROVIDED HEREIN AND THE SAME DISCLAIMERS OF OTHER WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE DISCLAIMER OF ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR SPECIFIED USE AND THE DISCLAIMER OF LIABILITY FOR ANY AND ALL INCIDENTAL OR CONSEQUENTIAL DAMAGES.

THIS WARRANTY DOES NOT COVER: malfunction, defect, failure, or damage (i) caused by or resulting from impact, mishandling, tampering, or use contrary to the applicable instruction manual; (ii) arising from ordinary wear and tear, wind, fires, storm, earthquake, incorrect power line voltage, inadequate or improper lighting, adverse weather conditions or other acts of God or nature, your or operators abuse or neglect, misuse, accident or mishap; (iii) arising from shipping; (iv) arising from work, repairs or alterations performed by others than STA; (v) routine cleaning, normal cosmetic and mechanical wear and tear; and/or (vi) parts or accessories manufactured by persons other than STA and warranted by such persons.

You acknowledge and agree, and represent and warrant to STA, that the Products are not and will not be used as consumer goods or consumer products, are not going to be used for personal, family or household purposes, and are intended exclusively for commercial, and not consumer, use. You acknowledge and agree that this limited warranty is exempt from the provisions of the Magnuson-Moss Federal Warranty Act. Other than as set forth herein, no agent, employee, or representative of STA has any authority to bind STA to any other warranty, or to make any other representations or affirmations concerning the Products or any parts thereof. No affirmation, representation, or warranty made by any agent, employee or representative of STA, shall be binding upon STA unless the same is specifically included within this agreement.

To return a Product for repair, a Return for Service Authorization (RSA) number is required. The RSA request form is available on the STA web site at Samsung-Security.com/repair. In addition to your contact information, you will need the following information in order to complete the form:

- Model number
- Serial Number

- Date of Purchase (a copy of the original purchase receipt must be included with the returned Product)
- Detailed description of the defect or malfunction (this helps ensure our technicians can replicate the symptom)

The RSA form and return instructions will be e-mailed (or faxed) to you. Returned Products must be properly packaged, insured, and shipped freight prepaid. Be sure to include the RSA form and a copy of the purchase receipt with the Product. All returns must have the RSA number clearly marked on the shipping label. Products returned without an RSA number or shipped freight collect will be refused.

In the USA and Canada, you can also request an RSA from our customer support staff at 877-213-1222.