

TERMS AND CONDITIONS

Payments, Taxes, Fees and Refund

Customer agrees to pay for all products purchased through Simply Surveillance and be responsible for the timely payment of any and all outstanding balance. Simply Surveillance may charge customer's payment method for any product purchased and for any additional amount (including shipping & handling, tax, late fee, interest charge, etc., as applicable) that may be accrued by or in connection with your Customer Account. All payment shall be in U.S. dollars. Payments unless otherwise specified in the purchase receipt shall be due Cash on Delivery.

Checks that are unpaid due to insufficient funds, stop payment, or other reasons shall be subject to a twenty-five-dollar (\$25) processing fee. Late payment shall result in a fifty-dollar (\$50) late fee in addition to interest charge of one-half percent (1.5%) for any calendar month for which payment or partial payment remains due.

Product prices may change at any time. Simply Surveillance does not provide price protection or refunds in the event of a price reduction or promotional offering.

Simply Surveillance offers 30-day money back guarantee. No returns will be accepted without a Return Merchandise Authorization from Simply Surveillance. Please coordinate returns by phone before returning any product. [Exclusions and Limitations](#) in [Limited Warranty](#) apply. Return of non-defective product must be in good and resalable condition, must include all original packaging along with accessories, product literature and other paperwork. 30% Re-stocking fee will apply to returns with missing parts, visible wear and tear, signs of usage, or other cosmetic damages. Simply Surveillance reserve the right to refuse incomplete or damaged returns. Refund may be issued as store credit or in the original form of payment. Shipping & handling costs are non-refundable. All sales are final after 30 days. No return for credit will be accepted after 30 days of purchase.

LIMITED WARRANTY

Warranty Coverage

Simply Surveillance, warranty obligations are limited to the terms set forth below: Simply Surveillance warrants its product against defects in materials and workmanship for the period(s) and product(s) specified herein. If a defect exists, at its discretion Simply Surveillance will (1) repair the product at no charge, using new or refurbished replacement parts, OR (2) replace the product with a product that is new or which is manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, OR (3) issue a store credit, at the defective product's original purchase price or current market value whichever is lower, if the model or any suitable substitution is unavailable or discontinued. A replacement product/part assumes the remaining warranty of the original product. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Simply Surveillance' property. When a refund is given, your product becomes Simply Surveillance' property.

NVRs/DVRs: For a period of one (1) years on Platinum Series Products, one (1) years on standard HD-SDI and Analog Products, including the hard drives installed by Simply Surveillance at system configuration, from the date of original purchase.

CAMERAS: For a period of one (1) year on Platinum Series cameras; one (1) years for Platinum series PTZ high speed dome; one (1) year for HD-SDI, Analog, IP and PTZ cameras from the date of original purchase.

ACCESSORIES: For a period of one (1) year from the date of original purchase on all accessories, and a period of two (2) years on power supplies.

Return Merchandise Authorization (RMA) Policy

When you contact Simply Surveillance for warranty service, you will be asked to obtain a Return Merchandise Authorization (RMA) number before you can send the product back to Simply Surveillance. Please prepare to furnish your name, company name, address, telephone number, invoice number (proof of purchase and date), item code, serial number and a detailed description of the apparent or alleged defect. Please call for a [RMA Form](#) to assist with your warranty service request.

The purchaser is responsible for, at their own expense, delivering the product(s) to the Simply Surveillance sales office from which they made the purchase.

DOA policy - Free Ground shipping will be arranged at Simply Surveillance' expense for all products determined by Simply Surveillance Technical Support to be DOA within 10 business days after delivery by Simply Surveillance. If a product is deemed defective more than 10 business days after Simply Surveillance delivery, or deemed NOT to be DOA, Simply Surveillance' standard product warranty will apply. DOA return label covers only DOA items. No other item may be shipped back with the DOA label or the excess shipping charge plus a \$25 handling fee will be posted to the customer's account. Simply Surveillance reserves the right to test returned DOA product. If the condition of the product is misrepresented by the customer, Simply Surveillance may impose a \$50 handling fee.

All replacement or repaired products for defective RMA items will be shipped to customer by ground service only. The cost of any expedited shipping option will be the customer's responsibility. Advanced replacement or cross-shipping service can only be processed with a replacement order on payment term, at the original sale price, by ground shipping. Refund, including replacement ground shipping cost from Simply Surveillance, will be issued upon receipt of the defective product within 15 calendar days after the issuance of an RMA number. If the defective product is not returned in time, the replacement order will be final as regular purchase and the defective product will, once again, be subjected to standard warranty procedure.

Note: Before you deliver your product for warranty service it is your responsibility to keep a separate backup copy of the system software, application software and data. Data recovery is not included in the warranty service and Simply Surveillance is not responsible for data that may be lost or damaged during transit, repair or replacement. Simply Surveillance will not install or reinstall any software that is not of the original system configuration.

Exclusions and Limitations

Simply Surveillance is not liable for any damage to or loss of any programs, data, or other information stored later by the user on the DVR, NVR, CAMERA, or ACCESSORIES. Recovery and reinstallation such programs and user data are not covered under this Limited Warranty. This Limited Warranty does not apply: (a) to damage caused by accident, negligence, mishandling, misuse, abuse, or products not supplied by Simply Surveillance; (b) to damage caused by faulty installation, misconfiguration, misapplication, improper operation, alteration or modification without written permission of Simply Surveillance, or service performed by anyone other than an Simply Surveillance authorized personnel; (c) to damage caused by power surge, improper voltage supply, lightning strike, flood, earthquake, or damage that is attributable to nature disasters; (d) if the Simply Surveillance serial number has been removed or defaced; (e) to misapplications in other environment and/or used with non-Simply Surveillance products. IN NO CASE SHALL SIMPLY SURVEILLANCE, ITS DIRECTORS, OFFICERS, EMPLOYEES OR AFFILIATES BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF ANY SIMPLY SURVEILLANCE PRODUCT, OR ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OF CONTRACTS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH SIMPLY SURVEILLANCE PRODUCTS, AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. IT SPECIFICALLY DOES NOT REPRESENT THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA. . SIMPLY SURVEILLANCE DOES NOT GUARANTEE, REPRESENT, OR WARRANT THAT THE USE OF ITS PRODUCT OR SERVICE WILL BE FREE FROM INTERRUPTION, ERROR, LOSS, CORRUPTION, ATTACK, VIRUSES, INTERFERENCE, HACKING, OR OTHER SECURITY INTRUSION, AND SIMPLY SURVEILLANCE DISCLAIMS ANY LIABILITY RELATING THERETO. SIMPLY SURVEILLANCE SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES,

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