

## Clinton Electronics Corporation Product Warranty

Clinton Electronics Corporation (CEC) warrants that products manufactured and supplied by CEC, shall be free from defects in materials and workmanship for a period of three (3) consecutive years from the date of shipment.

### Warranty Obligations

During the warranty period, CEC agrees to repair or replace, at its sole discretion, without charge to the purchaser, any defective part of the product. All defective products must be returned to CEC within thirty (30) days of failure. Repaired products shall carry the same amount of outstanding warranty as from original purchase, or ninety (90) days, whichever is greater.

### Service and Support

All service is to be performed at CEC. If you experience a problem with a product purchased from CEC, please contact our Technical Support at 800-549-6393 during normal business M-F, hours 7:30am – 5:00pm CST. The technician may go through a checklist to trouble-shoot and isolate the problem. Support for Digital Video Recorders (DVRs) is limited to only that device. CEC is unable to assist in networking issues such as disabling firewalls, routing ports, and/or configuration of routers and modems. In the event a DVR is returned for repair, all hard drives are subject to formatting and all data will be lost. We recommend that you back-up to a secondary source prior to sending in for repair. Password protected or locked equipment requires the code/key for service.

### Returns

If a warranty repair is required, the purchaser must contact CEC at 800-549-6393 to obtain a Return Merchandise Authorization (RMA) number. The following is needed when Returning merchandise:

#### Return Merchandise Authorization (RMA)

1. Merchandise returned without an RMA number may be refused. An RMA is valid for up to 30 days from the date of issue.
2. All returned defective products should include the Model and Serial Number, and should be accompanied by one or all of the following: a copy of CEC Invoice, Date of Shipment, Purchase Order number, or Sales Order number.
3. Description of the failure or problem.
4. Items must be packaged in a suitable container, as CEC will not be responsible for freight damage. Freight damage claims are to be made with the freight carrier directly.  
**DO NOT use the product's original packaging as a shipping carton.** Choose a suitable carton strength and size that will allow you to over pack to secure the product content. The product must include all manuals, software, and accessories inside the original packaging. The RMA number must be written visibly on the outside of the shipping carton.
5. All returns must be shipped prepaid to: **RMA Department, Clinton Electronics Corporation, 6701 Clinton Road, Loves Park, IL 61111.**
6. RMA items will be repaired or replaced at Clinton Electronics Corporation discretion. CEC may use reconditioned or like-new parts or units when repairing products.
7. In event that a unit is DOA (Dead on Arrival) CEC will ship a replacement unit immediately after the leading technician has determined that the product is defective.

## **Limitation of Liability**

CEC does not assume any risk and shall not be subject to liability for damages or loss resulting from the specific use or application made of the products. CEC liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability relating to the product shall not exceed the purchase price paid by the customer to CEC for such products. CEC shall not be responsible for, nor does this Limited Warranty extend to, any consequential or incidental damages or expenses of any kind or nature, regardless of the cause thereof or any knowledge which CEC may have regarding the probability of the occurrence of such damages or expenses including, without limitation, cost of removal and installation of product, injury to persons, property damage, loss of use of the product, lost goodwill, lost profits and claims of third parties, work stoppage, impairment of other goods, breach of contract, negligence or such other actions as may be deemed or alleged to be the cause of a loss or damage to customers or any other persons.

## **Automatic Termination of Warranty Obligations**

*Product defects and failure resulting from:*

Misuse, abuse, accidents, modifications, negligence, acts of God, man-made accidents, tampering, unauthorized repairs and or other causes beyond the control of CEC are not covered by this warranty. (a) improper use or installation or operation (including mechanical and electrical), vandalism, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, earthquakes, wind, extreme humidity or sand, dirt or the like, extreme heat, or food; (c) subjecting the product to abnormal usage or conditions; (d) improper return shipping, insufficient packaging, damaged contents, or lost packages; (e) removal of serial numbers or quality seals; (f) other acts which are not the fault of CEC, are excluded from warranty coverage which include damage due to power issues like power surges, spikes, inverted polarity or wrong voltage, daisy chaining, cutting or splicing any cables, etc. It is the customer's responsibility to have proper working electrical power; (g) failure to provide normal maintenance for the product or any component thereof; or (h) dropped equipment or intentional damage, use of an indoor camera outdoors, any misuse or tampering, and all other customer induced damage not mentioned above will automatically void warranty.

## **Normal Wear & Tear**

Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage. (Warranty on LCD screens does not cover panel damage caused by images displayed for long periods of time also referred to as burn-in.)

## **Unauthorized Service or Modification**

Defects or damages resulting from service, testing, adjustment, relocating, re-installation, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than CEC, or its authorized service installers, are excluded from coverage.

## **Advanced Replacement Warranty**

Advanced Replacement covers new or like-new product only in the first year of the full CEC product warranty from original date of shipment. If any CEC product fails within one year from the original date of shipment, CEC will send a replacement in advance of receiving the defective product under the following conditions:

1. Advanced Replacement Warranty is limited solely to defective CEC product that has failed within one year from the original date of shipment, and excludes product defects and failure as described in **Automatic Termination of Warranty Obligations** section above. After the initial first year from the original shipping date, the Advanced Replacement is no longer covered and no advanced replacement will be made. Products that are in the second and third year from the original shipping date may be returned for repair. Refer to the **Returns** section for coverage and requirements before returning a product for repair.
2. Contact CEC Technical Support at 800-549-6393 during normal business M-F, hours 7:30am – 5:00pm CST to obtain a Return Merchandise Authorization (RMA) number. Merchandise returned without an RMA number may be refused. An RMA is valid for up to 30 days from the date of issue, and all returns must be done within the 30 days.

## Advanced Replacement Warranty (continued)

- a) All returned defective products should include the Model and Serial Number, and should be accompanied by one or all of the following: a copy of CEC Invoice, Date of Shipment, Purchase Order number, or Sales Order number.
  - b) Items must be packaged in a suitable container, as CEC will not be responsible for shipping damage. Shipping damage claims are to be made with the freight carrier directly. **DO NOT use the product's original packaging as a shipping carton.** Choose a suitable carton strength and size that will allow you to over pack to secure the product content. The product must include all manuals, software, and accessories inside the original packaging. The RMA number must be written visibly on the outside of the shipping carton.
  - c) CEC will pay only the charges for shipping the advanced replacement product to the customer via UPS 1 or 2 day shipping. The Customer is responsible for the shipping charges to return the defective product.
  - d) All returns must be shipped prepaid to: **RMA Department, Clinton Electronics Corporation, 6701 Clinton Road, Loves Park, IL 61111.**
  - e) Upon receiving the RMA from our technical support, the advance replacement product will be shipped on the next business day.
3. Customers who require Advance Replacement of a product will be issued a purchase invoice for the value of the replaced product. Upon receipt of the defective product, the customer will be issued a credit for the amount invoiced of the replaced product.
- a) If our technical support team determines that the returned product is in good working order or that performance issues were caused as described in **Automatic Termination of Warranty Obligations** section, CEC will notify the customer and the customer will be responsible for paying the invoice.
  - b) If the defective product is not returned within 30 days from the RMA, CEC will not issue a credit for the amount of the replaced product and the customer is responsible to pay for the issued invoice of the replaced product.
4. A new or repaired unit may be sent by CEC's sole discretion for the advanced replacement.

## Disclaimers from Warranty

THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE FACE OF THIS LIMITED WARRANTY AS TO THE FITNESS OF THE PRODUCTS HEREIN FOR ANY PARTICULAR PURPOSE. CEC HEREBY DISCLAIMS ANY WARRANTY, WHETHER EXPRESSED OR IMPLIED THAT CONFLICT WITH THE WRITTEN WARRANTY INCLUDED HEREIN. CEC HEREBY DISCLAIMS ANY VERBAL WARRANTY ASSURANCES MADE BY A CLINTON ELECTRONICS CORPORATION EMPLOYEE OR AUTHORIZED RESELLER THAT CONFLICT OR ENHANCES THE WRITTEN WARRANTY INCLUDED HEREIN.