



WARRANTY POLICY

GeoVision, Inc. ("GeoVision") hereby provides Limited Hardware Warranty for OPAL camera as below:

■ **ONE (1) YEAR - LIMITED HARDWARE WARRANTY**

For OPAL series camera only

■ **SIX (6) MONTH - LIMITED HARDWARE WARRANTY**

For OPAL battery docking

■ **NO WARRANTY COVERAGE**

All software

All accessories

All data whatsoever saved in hardware or cloud

Note: GeoVision may provide SD card into package for free, however, there is no warranty coverage to SD card. Please contact original manufacturer for warranty policy and repair.

OPAL camera, **EXCLUDE ALL SOFTWARE, ACCESSORIES AND ALL DATA WHATSOEVER INSTALLED, CONNECTED, OR SAVED IN HARDWARE OR CLOUD**, (hereinafter called "Products") will be free from defects in materials/workmanship during the term of Limited Hardware Warranty ("Limited Hardware Warranty") from the date of purchase. This Limited Hardware Warranty parts and labor warranty are applicable to Products purchased via authorized distribution and sales channels.

If a defect arises and a valid claim is received by GeoVision within Limited Hardware Warranty Period, at its option, GeoVision will (1) repair Products at no charge, using new or refurbished replacement parts, or (2) exchange Products with a Product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original Products.

GeoVision warrants replacement parts or repairs for thirty (30) days from the date of GeoVision shipment or for the remainder of Limited Hardware Warranty Period, whichever provides longer coverage for you. When a Product or part is exchanged, any replacement item becomes your property and the replaced item becomes GeoVision's property. It is customer's sole responsibility and requirement to prove these Products are under warranty (by submit your sales invoice and bar code), otherwise GeoVision will determine these Products' warranties period at its option. GeoVision reserves the right, at its sole discretion and any time, to modify and adjust the scope and content of Products and its warranty without prior notice, however, any modification and adjustment thereafter will not affect or interrupt any rights belonging to Products you purchased already.

LIMITATIONS OF HARDWARE WARRANTY

Limited Hardware Warranty applies only to Products manufactured by or for GeoVision that can be identified by the "GeoVision" trademark, trade name, or logo affixed to them. Limited Hardware Warranty does not apply to any non-GeoVision products including counterfeited products. GeoVision is not liable for any damage to or loss of any profit, programs, data, labor cost or other information stored on any media, device, or any non-GeoVision products or part not covered by these warranties. Recovery and reinstallation of system and application software and user data are not covered under Limited Hardware Warranty. Limited Hardware Warranty does not apply if:

1. Products have been subjected to abnormal use, improper storage, unauthorized modifications, unauthorized repair, misuse, neglect, abuse, accident, alternation, removal of any stickers or labels on the hardware, improper hardware/software installations including fail to comply install note of user manual in part or in whole, or other



acts that are not the faults of GeoVision, including damage caused by shipping;

2. Products have been damaged from exposure under circumstances which is over weatherproof specification of the product, an Act of God, or improper use of any electrical source, or the connection to other products not recommended for interconnection by GeoVision;
3. Products have defects or damage caused due to computer virus attack, hack, internet or technical issues;
4. Products serial number have been removed, defaced or altered; or
5. Products have been sold by an unauthorized distributor or retailer.
6. The GV system case has been opened.
7. Products have been interoperated with any non-GeoVision products which GeoVision does not approve the compatibility.

DISCLAIMER OF HARDWARE WARRANTY

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FOR AUSTRALIA ONLY:

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