

## Infilux Product Warranty

February 01, 2017 (ver. 02012017A)

### Warranty

Infilux warrants to the original buyer that all products will be shipped without defect in material or workmanship. During the warranty period as stated below, Infilux will repair or replace, at no charge, any merchandise proved defective in material or workmanship.

Product Line Description	Warranty Period
PTZ dome camera	24 months
Fixed camera and mini-dome	36 months
Matrix switcher system and peripheral	36 months
DVR/NVR	24 months
Fiber optics	36 months
Other products	12 months

For warranty repair or replacement, the warranty period of the original purchase shall apply. For out-of-warranty repair or replacement, Infilux's warranty period shall be 90 days.

The warranty period starts on the date of shipment of the merchandise. This warranty covers the original buyer of the equipment for the original installation only. It does not extend to any subsequent buyer or user or owner.

This warranty does not cover cosmetic damage, environmental damage (including wind, lightening or other weather), damage caused by act of God, misuse, abuse, alteration, normal wear, or accident, damage incurred outside the normal use of the product, or damage due to improper installation, improper maintenance, or unauthorized repair. Infilux reserves the right to deny warranty service based on suspicion of misuse, abuse, malicious intent or other disqualifying information, or to cancel its warranty for products that are not fully paid for by the buyer according to the payment terms, in which case Infilux may, in its sole discretion, re-instate said warranty for an agreed upon fee. Infilux products are not to be repaired, dismantled, or modified by anyone other than an Infilux authorized repair engineer. Any unauthorized repair, disassembly, or modification shall void the warranty.

Infilux's obligation under this warranty is limited to repair or replacement of defective products. Infilux assumes no additional risk and will be subject to no liability for damages or loss resulting from the use or application of its products. Infilux's liability for any claim, whether based on negligence, breach of contract, infringement of any rights of any party, or product liability, relating to the products will not exceed the price paid by the buyer to Infilux. In no event will Infilux be liable for any special, incidental or consequential damages, including loss of use, loss of profit, or claims of third parties, however caused, whether by the negligence of Infilux or otherwise. Infilux shall not be responsible for any misprints or typographical errors. Infilux shall not be held responsible for any prohibition, failure, interruption, or delay in performance due to: priorities granted by request of any government body, war, riot, work stoppage, labor dispute, act of God, or any other event beyond the reasonable control of Infilux.

### Return

Product, defective or not, may not be returned without Infilux's authorization. To apply for a return merchandise authorization (RMA) number, contact Infilux worldwide headquarters in New Jersey, USA or local office with model number, serial number, date of original shipment, purchase order number, Infilux invoice number, and detail of defect or reason for return. Please email, [sales@infilux.com](mailto:sales@infilux.com), or call 732-355-9100. All returns are to be shipped pre-paid and clearly identified with RMA number (visible on exterior of package). Returned merchandise without RMA number shall be rejected. Authorized return for credit may be subject to a 20% restocking charge for new product. Return for credit shall not be authorized for used product, custom product, product of buyer's private label, or product shipped 90 days ago or older.

### Others

This warranty may be subject to change without notice. The warranty effective at the time of purchase shall be applicable to that purchase regardless of any warranty change thereafter.

This warranty is an integral part of the Infilux Terms and Conditions of Sale. This warranty shall be deemed to have been offered in the State of New Jersey, and shall be construed and interpreted according to the laws of the State of New Jersey and the applicable laws of the United States of America. All parties hereby agree to the sole jurisdiction and venue of the courts of the State of New Jersey.

*(Note: This Warranty is effective to sales acknowledged on or after the effective date. Sales acknowledged before the effective date shall be governed by the prior policy)*