



# PTZOptics Hardware Warranty

*Applicable to equipment manufactured starting on 1/1/2020*

## Table of Contents

[Table of Contents](#)

[Overview](#)

[Exclusions](#)

[PTZOptics Customer Service Procedure](#)

[PTZOptics Technical Support](#)

[Return Material Authorization \(RMA\) Number](#)

[Voided Warranty](#)

[Shipping and Handling](#)

[Products not under Warranty](#)

[General RMA Terms and Procedures](#)

[Warranty Repair Terms and Procedures](#)

[Non-Warranty Repair Terms](#)

[Non-Warranty Repair Charges](#)

[Minimum Labor Charges](#)

[Repair Charge Estimates](#)

[Repair Policy Notes](#)

[Limitation of Liability](#)



## Overview

PTZOptics includes a limited parts & labor warranty for all PTZOptics manufactured products. Warranty lengths are shown in the table below. PTZOptics warrants its manufactured products against defects in materials and workmanship for the period shown below from the date of purchase to the original “end-user” customer. The warranty is valid only if PTZOptics receives proper notice of such defects during the warranty period as described below. PTZOptics, at its option, will repair or replace products that prove to be defective. PTZOptics manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry standard practices.

Product Class	Warranty Period
Camera Mount(s)	10 Years
Wired PTZ Camera(s) <i>for Indoor Use</i>	5 Years
Wired Box Camera(s) <i>for Indoor Use</i>	5 Years
Wired Webcam(s) <i>for Indoor Use</i>	5 Years
Joystick Controller(s)	2 Years
Wireless Infrastructure Product(s)	1 Year

## Exclusions

The above warranty shall not apply to defects resulting from improper or inadequate maintenance by the customer, customers applied software or interfacing, unauthorized modifications or misuse, mishandling, operation outside the normal environmental specifications for the product, use of the incorrect, modified or extended power supply or improper site operation and maintenance.

## PTZOptics Customer Service Procedure

PTZOptics will test, repair, or replace the product without charge if the unit is under warranty. If the product is out of warranty, PTZOptics will test, then repair the product or products. The parts and labor charge will be estimated by a technician and confirmed by the customer prior to repair. All components must be returned for testing as a complete unit. PTZOptics will not accept responsibility for shipment after it has left the premises.



## PTZOptics Technical Support

PTZOptics technicians will determine and discuss with the customer the criteria for repair costs and/or replacement. PTZOptics Technical Support can be contacted through one of the following resources:

- Email Support: [support@ptzoptics.com](mailto:support@ptzoptics.com)
- Submit a Ticket: [help.ptzoptics.com](http://help.ptzoptics.com)
- Chat with Support: [help.ptzoptics.com](http://help.ptzoptics.com)
- Call Support: 484-593-2584 or 800-486-5276 x.1004

*Standard hours of support are Monday through Friday from 8am to 6pm EST / EDT*

## Return Material Authorization (RMA) Number

Before returning a product for repair or replacement, a customer must request an RMA from PTZOptics' technical support via any of the methods provided above.

Technical support will require the following information to proceed with issuing an RMA

- Return phone number
- Email address
- Shipping address
- Product serial number(s)
- Original purchase information (*receipt / invoice - showing purchase date*).
- Description of reason for the requested repair / return

*Please see the General RMA Terms and Procedures section for more information.*

## Voided Warranty

This warranty does not apply if the original serial number has been removed or if the product has been disassembled or damaged through misuse, accident, modifications, use of incorrect, modified or extended power supply, or via unauthorized repair.

## Shipping and Handling

PTZOptics will not pay for inbound shipping transportation or insurance charges nor accept any responsibility for laws and ordinances from inbound transit. PTZOptics will pay for outbound shipping, transportation, and insurance charges for all items under warranty but will not assume responsibility for loss and/or damage by the outbound freight carrier. If the return shipment appears damaged, retain the original boxes and packing material for inspection by the carrier. **Contact your carrier immediately.**



## **Products not under Warranty**

Payment arrangements are required before outbound shipment for all out-of-warranty products.

## **General RMA Terms and Procedures**

- RMAs are valid for 30 days, after which time, if the product has not been returned, the RMA will be closed.
- End users may return products through either PTZOptics dealers or directly to PTZOptics.
- Include the assigned RMA number in all correspondence with PTZOptics.
- When returning the product, write the assigned RMA number clearly on the shipping label of the box (not on the product box itself).
- A packing slip must be included on the inside of the box with the RMA number listed and reason for RMA return.
- All products returned for credit are subject to a restocking charge without exception, unless a full credit has been pre-approved by PTZOptics.
- Before a defective product can be authorized to send in for repair, it must first go through the troubleshooting process with an official member of the PTZOptics Technical Support Team.
- The RMA number is to be included in all correspondence with PTZOptics.
- Products received at PTZOptics that do not have a valid RMA number clearly marked on the outside of the shipping container may be refused and returned to the sender.
- Boxes showing external damage will be refused and sent back to the sender regardless of the clearly marked RMA number and will remain the responsibility of the sender.

## **RMA Charges (Restocking Fees)**

All qualified returns must be made in original packaging with all original materials. Initial shipments of equipment that are refused upon attempted delivery, for any reason, are subject to restocking charges. The customer has 15 days from the date of purchase to return PTZOptics product for full credit, if approved. After 15 days, a restocking fee will be deducted from any credit offered.



## **Advanced Replacement Policy**

For PTZOptics manufactured products, Advanced Replacement may be provided for up to one (1) year after the initial shipment of the product. Advanced Replacement is only offered in emergency situations and must be pre-authorized by the PTZOptics Product Manager.

## **Advance Replacement Procedures**

A customer requesting Advanced Replacement must submit full payment (or a non-revocable purchase order, if already approved for terms with PTZOptics) for advanced replacement equipment at currently advertised pricing.

For credit card accounts, charges will be assessed to the credit card for the replacement and credited back upon complete product return.

Returns must be made in the original PTZOptics packaging with all original materials, if at all possible. PTZOptics products with missing original materials will be billed to the customer (deducted from any credit) at standard price.

Equipment returned with “No Trouble Found” after advanced replacement will be assessed a restocking fee for each item and may also be assessed for additional charges to compensate for wear, damages and reconditioning.

All returns must be accompanied by the RMA number, as stated above.

All Advanced Replacement products are sent via 2-day service in the continental USA. If the product is requested to be sent via priority or overnight shipping, the customer shall pay shipping costs. The customer can elect to supply their preferred shipping account number.

International customers are responsible for all freight charges for equipment returned to PTZOptics, including international shipping, taxes, and duties, insurance and all other associated logistic charges.

Any advanced replacement where the original equipment is not returned within 30-days will automatically be billed. If the original equipment is received after the 30-day return period a refund will be issued but it will result in a minimum of a 4% restocking and processing fee. Any product returned after 45-days is no longer applicable for a refund.



## **Warranty Repair Terms and Procedures**

PTZOptics will repair any product free of charge, including parts and labor, within the terms outlined in the warranty agreement for that product class.

Customers must provide proof of the product's original purchase date. However, any product that is within the warranty period will be repaired under the non warranty terms if:

The equipment has been damaged by negligence, accident, act of God, mishandling, used with the incorrect, modified or extended power supply or has not been operated in accordance with the procedures described in the operating and technical instructions, or the equipment has been altered or repaired by other than PTZOptics or an authorized service representative or PTZOptics, or adaptations or accessories other than those manufactured or provided by PTZOptics have been made or attached to the equipment, which in the determination of PTZOptics, shall have affected the performance, safety or reliability of the equipment; or the equipment's original serial number has been modified or removed.

Customers are responsible for shipping charges to send defective products under warranty to PTZOptics. PTZOptics will pay ground service return shipping charges during the warranty period. Standard return shipping method for products under warranty, but out of the advance replacement warranty period, is ground shipment. Extra charges associated with priority shipping, when requested, will be the responsibility of the customer.



## **Non-Warranty Repair Terms**

PTZOptics will attempt to repair any non-obsolete product that does not meet the terms of the warranty. Non-warranty repair terms are as follows:

The customer is responsible for, and agrees to pay, all parts and labor costs associated with the repair.

Standard non-warranty repair charges are outlined here:

Customers must provide payment method and one of the following, prior to receiving an RMA: Hard copy of a PO (only for customers approved for terms and in good standing with PTZOptics), Valid credit card number - Credit card will be charged upon shipping repaired product back to customer.

Customers are responsible for all shipping charges both to and from PTZOptics, and may use their own carrier.

Customers will receive a courtesy call notifying them of total repair charges prior to return shipping.

## **Non-Warranty Repair Charges**

Total repair charges (per unit) for a non-warranty repair consist of the following:

Cost of any replacement parts needed to repair the defect, Labor costs billed per hour after minimum charges/time.

Labor charges include troubleshooting and repair time only. Burn-in time and final test time are not included in the labor charges. Labor time is rounded to the nearest quarter hour. Labor charges are billed at the prevailing rate for the category of equipment repaired, after minimum charges/time. For prevailing labor rates, please contact the PTZOptics technical support.

All shipping and handling costs are the responsibility of the customer for non-warranty repairs.

## **Minimum Labor Charges**

All non-warranty repairs are subject to a minimum evaluation/repair labor charge even if there is no problem found. Please contact PTZOptics technical support for the current applicable rate.



## **Repair Charge Estimates**

Estimates on repair charges for a specific problem will not be given without evaluation. Repair estimates, if requested, will be given after the repair department receives and evaluates the unit. The repair technician will then call the customer with the estimate after evaluating the unit and a written estimate will be provided for signature before proceeding with the repair. Any product evaluated for a repair estimate is still subject to the minimum labor charges even if the customer decides not to proceed with the repair. PTZ Optics does not guarantee estimates given on repair charges. Actual repair costs may exceed the estimate. Customer is responsible for actual repair charges, regardless of estimate.

## **Repair Policy Notes**

### **Duration of Repair**

Products are repaired on a first come first serve basis.

The turn-around time of a particular repair is dependent upon circumstances such as product type, the nature of the problem and current repair volumes.

Requests for expedited repair service will be considered on a case-by-case basis.

### **Repair Warranty**

PTZ Optics guarantees all of its repair work, performed on non-warranty items, for 90 days from the day the repaired product is shipped back to the customer. If the original problem described was not resolved or reoccurs within the 90-day period, PTZ Optics will repair the unit free of labor charges. However additional material charges may apply unless the parts used to affect the repair are again deemed defective.

## **Limitation of Liability**

Except as provided in this warranty and to the maximum extent permitted by law, PTZ Optics is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, compromise or corruption of data; or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property, any costs of recovering, programming, or reproducing





any program or data used with the PTZ Optics product whether or not secured by a security device which may be included with the product.