



Video Surveillance Solutions Product Warranty

Video Surveillance Solutions will repair or replace any merchandise proven to have a manufacturers defect for a period of one year from your invoice date.

Return of Product(s) for repair or replacement unless installed by Video Surveillance Solutions must be done through our RMA process, which can be found online at:
<http://www.videosurveillancesolutions.net/warranty.php>

Repairs made necessary by reason of misuse, alteration, normal wear and tear (natural deterioration with normal usage), accident, damaged by programs, data, viruses, files, or act of nature are not covered under this warranty. Video Surveillance Solutions assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Product(s).

Video Surveillance Solutions 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(s) shall not exceed the price paid by the customer to Video Surveillance Solutions for such Product(s). In no event will Video Surveillance Solutions be liable for any special, incidental, or consequential damages (including loss of use, loss of profit, and claims of third parties) however caused, whether by the negligence of Video Surveillance Solutions or otherwise.

VSS DVR Disclaimer

Installation

Free 30 minutes of Installation help can be obtained by phone during normal business hours within 6 months following the purchase date; after 6 months installation help will be considered technical support.

Networking

Networking is not considered "installation help" and is charged at the current technical support rate.

Uninterrupted Power Supply

All VSS DVR's are void of any warranty unless connected to an Uninterrupted Power Supply. It is possible to damage the hardware if the electrical current is not consistent and safe from surge. A surge protector is not sufficient protection.

If you purchase an Uninterrupted Power Supply from VSS your warranty will be extended to 18 months.

Upkeep

It is your responsibility to check your equipment weekly to ensure consistent operation.

Video Surveillance Solutions Installation Warranty Amendment

(For Product(s) installed by Video Surveillance Solutions)

Video Surveillance Solutions will repair or replace any merchandise proven to have been damaged as a result of installation workmanship for a period of one year from your invoice date. The Video Surveillance Solutions installer will make recommendations for placement and location of Product(s). If the customer requests placement and location that contradicts the installer recommendations, or has moved Product(s) to a location that results in damage, this warranty is void and Video Surveillance Solutions is not responsible for reinstallation or product replacement in any way.

This installation warranty is in no way a service agreement, and Video Surveillance Solutions is not responsible for maintenance or upkeep of said Product(s).

If you have any questions, please contact us at info@videosurveillancesolutions.net or call 1-877-487-7911. (For agriculture related products, please call 1-800-331-8764.)