

SAY Security Group USA Limited Warranty

Warranty

SAY Security Group USA (SAY) at its discretion will repair, replace, or issue credit against any merchandise proved to be defective in material or workmanship under normal use and service for periods specified below. If not specified the term shall be 1 years for all SAY manufactured equipment. Non-SAY manufactured equipment is not warranted by SAY.

CCTV Cameras: 1 Years

CCTV Speed Dome Cameras: 1 Years

• *(6 months on all continuous motion applications)*

CCTV Video Processors (Multiplexer..) : 1 Years

XOS DVR: 3 Years Parts (1 year labor); Embedded DVR: 1 Year Parts (1 year labor)

CCTV VCR: 1 Year (except video heads which are covered for 6 months)

CCTV Monitor: 2 Years (except image burn- in which is not covered)

RMA

An RMA must be assigned by SAY prior to any product being returned for repair, warranty replacement, advance replacement or credit. Please use the RMA form provided by SAY or provide the following information to ensure your RMA can be processed.

1) Call, email or fax the RMA department.

a) 800-464-0831

b) support@saysecurity.com

c) 419-634-5777 fax

2) Provide your Company Name, Address, Phone Number and Name of the person making the request.

3) Provide Part #, Serial #, Quantity and Detailed description of the problem.

4) Provide one or more of the following: Date of the shipment, P.O. Number from the Shipment or Invoice Number from the shipment.

5) State on your request one of the following: "Returned for Credit", "Repair or Replace" or "Advance Replace".

Credit

SAY will accept product returned for credit under the following stipulations:

1) An RMA number as well as an SAY invoice is required for all Credits.

2) Full credit will be issued for all products returned within 90 days of purchase, if product and all accessories, materials and packaging are in new condition. Freight cost will not be refunded.

3) Items returned 91-180 days and in new and resalable condition including accessories and materials will incur a 25% restock fee.

4) Items returned 181-365 days from date of sale and in new and resalable condition including accessories and materials will incur a 50% restock fee.

5) Items over one year from the date of purchase are not eligible for credit.

6) Items returned within the above time frames may be charged a higher restock fee or not accepted at all if the product or any of the accessories, manuals etc need to be replaced or are not in new and resalable condition.

Advance Replacement

Equipment that is within one year from the date of sale may be eligible for advance. Only customers in good credit standing are eligible for Advance Replacement. Customers who do not have an open account can guarantee the advance replacement with a credit card. The customer must make a request for advance replacement through an SAY technician to assure that no possibility of field repair is available. The advance replacement will be shipped UPS ground unless otherwise specified and the customer will be billed current price for the product. The defective product should be sent back to SAY as soon as possible. When received, the defective product will be tested. If the product is tested "bad" the returned unit will be credited against the advance invoice to the customer. If tested "good" the product will be returned to the customer.

Replacement

Upon receipt of products with a valid RMA number, SAY may elect to replace the product. All shipments will be sent UPS Ground unless otherwise specified. Refurbished product may be used to replace defective product if it has been pre-tested.

Repair

Upon receipt of products with a valid RMA, SAY may elect to repair products within warranty and return it to the customer. In this case, the product will be brought back to the original product specifications and sent back to the customer in a timely fashion. If the product is out of the above warranty period, the customer may pay to have the product repaired. An estimate for the repair will be provided and when SAY is given a written P.O. by the customer to proceed, the product will be repaired and returned to the customer. All repaired product will be returned UPS Ground unless otherwise specified.

IN ALL OF THE ABOVE CASES THE CUSTOMER MUST PAY FOR SHIPPING COSTS TO SAY. SAY WILL PAY SHIPPING COST OF UPS GROUND FOR RETURN OF THE PRODUCT TO THE CUSTOMER UNLESS OTHERWISE AGREED TO.

SAY ASSUMES NO RISK AND SHALL BE SUBJECT TO NO LIABILITY FOR DAMAGES OR LOSS RESULTING FROM THE SPECIFIC USE OR APPLICATION MADE OF THE PRODUCTS. SAY'S LIABILITY FOR ANY CLAIM, WHETHER BASED ON BREACH OF CONTRACT, NEGLIGENCE, INFRINGEMENT OF ANY RIGHTS OF ANY PARTY OR PRODUCT LIABILITY, RELATING TO THE PRODUCTS SHALL NOT EXCEED THE PURCHASE PRICE PAID BY THE DEALER TO SAY FOR SUCH PRODUCTS. IN NO EVENT SHALL SAY 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 SAY OR OTHERWISE.

Please direct all correspondence and shipments to:

SAY Security Group USA LLC
520 E. Montford Ave.
Ada, OH 45810

800-464-0831

support@saysecurity.com