

Onix Systems, USA

Product Category	Warranty Period (Parts and Labor)
DVRs (including Hard Drives)	2 years
PC Based DVRs (including Hard Drives)	2 years
Premier Line Cameras	3 years
Economy Line Cameras	2 years
PTZ Cameras (analog)	2 years
Multi Camera Power Supplies	3 years
Monitors	1 year
IP Cameras and NVRs	3 years
TVI Cameras and DVRs	3 years
Accessories	1 year
Camera Housings & Mounts	1 year

All products sent back to Onix USA require a pre-approved Return Merchandise Authorization (RMA) number. Shipments without an RMA number marked clearly on the outer packaging will be refused. For warranty repairs, Purchaser will return the defective Product, freight prepaid to Onix USA. The product to be repaired is to be returned in either its original carton or a similar package affording an equal degree of protection. Onix USA will return the repaired Product freight prepaid to Purchaser via ground shipping. After the applicable warranty period, Purchaser must pay all labor and/or parts charges. For these paid repairs, there will an extended warranty period of six months from the date of payment.

Over the Counter Exchanges: Onix USA distributors may offer an over the counter exchange for any defective product for a period of 180 days from shipment from the factory. Distributors must make exchange from in-stock items. No rush orders will be approved for over the counter exchanges. The defective product will be replaced with equal or upgraded product.

Credit: An RMA number is required for all credit returns. Full credit will be issued for items purchased within 90 days if in original condition and packaging. Items returned after 90 days from purchase date will incur a 25% restock fee. All returns will be evaluated upon return and additional fees may be charged based on the condition of products. Freight costs are not included in any credit issued.

Exceptions to Limited Warranty: Onix USA shall have no liability or obligation to Purchaser with respect to any Product requiring service during the warranty period which is subjected to any of the following: abuse, improper use; negligence, accident, modification, failure of the end-user to follow the operation procedures outlined in the user's manual, failure of the end-user to follow the maintenance procedures in the service manual for the Product where a schedule is specified for replacement or maintenance or cleaning of certain parts (based on usage) and the end-user has failed to follow such schedule; attempted repair by non-qualified personnel; operation of the Product outside of the published environmental and electrical parameters, or if such Product's original identification (trademark, serial number) markings have been defaced, altered, or removed. Onix USA excludes used Products which have not been sold by Onix USA to the Purchaser. Onix USA also excludes from warranty any products located outside of the United States and Puerto Rico, and consumable items such as fuses and batteries.

Proof of Purchase: The Purchaser's dated bill of sale must be retained to establish warranty eligibility. Warranty period will be determined based on product serial number.