



WARRANTY:

Dante Security warrants its products to be free from defects in material and workmanship for a period of one 1 year from original date of purchase (as per date of shipment and invoice). If buyer discovers a defect in a product covered by this warranty, Dante Security will repair or replace at its option using new or refurbished components. Dante Security will warrant all replacement parts and repairs for 90 days from date of Dante Security Shipment. Dante Security disclaims any other warranties express or implied. By purchasing, installing or using Dante Security product(s), the buyer accepts all terms described herein. Items excluded are:

Six (6) months on all Pan Tilts and

Six (6) months on Motorized Zoom Lenses

Three (3) months on CRTs and LCDs and DVD-RW supplied with Digital Video Recorders

One year on Cellular Communication Jammers

One year in IP Network Video Recording (NVR) Management Software & Server/PC Hardware

Additional warranty is available at a negotiated yearly cost and subject to Agreement in writing between Dante Security and Customer

EXCLUSIONS:

This warranty covers defects in manufacturing discovered while using the product as recommended by the manufacturer. This warranty does not cover loss or theft, nor does coverage extend to damage caused by misuse, abuse, unauthorized modification, improper storage conditions, lightening, electrical power surge, water damage or natural disasters.

LIMITS OF LIABILITY:

Should the product(s) fail, the buyer's sole recourse shall be repair or replacement, as described in the preceding paragraph. Dante Security assumes no risk and shall be subject to no liability or loss to the buyer or any other party from the specific use or application made of the Product(s). Dante Security's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, shall not exceed the amount paid for the product(s) purchased, as listed on the buyer's invoices and excluding import duties, federal, local and VAT or sales taxes, shipping and handling charges. In no event will Dante Security be liable for any special, incidental or consequential damages, including inability to use the product(s), loss of profit, lost data, damage to other equipment and claims of third parties, however caused, whether by the negligence of Dante Security or otherwise.

HOW TO OBTAIN SERVICE UNDER THIS WARRANTY:

Contact Customer Service – RMA@dantesecurity.net and provide following information:

1. Model and Serial Number
2. Date of shipment, PO number, Dante Security Sales order number or Invoice number
3. Details of the defect or problem

Or you may call your Sales representative – www.dantesecurity.net

REQUIREMENTS:

As per Dante Security terms and Conditions of Sale, in order to return any items for repair or credit, buyer must receive a dated Return Materials Authorization form (RMA #), assigned by Dante Security Customer Service department. Returns must be shipped prepaid and clearly identified with RMA on package exterior or it will not be accepted. Dante Security reserves the right to apply repair charges to any products that have been dismantled or modified by anyone other than a Dante Security factory engineer or Authorized Repair Center.