

QUADDRIX LIMITED PRODUCT WARRANTY AND RETURN POLICY

The Quaddrix Limited Product Warranty Certain Quaddrix products come with different warranty periods. To determine which warranty you purchased, please refer to the Product warranty periods at the end of this document. The following sections detail the terms of the Quaddrix Limited Product Warranty and Return Policy as well as some special considerations for International Orders..

Scope of the Quaddrix Limited Product Warranty

Quaddrix warrants to the original purchaser that any products will be free of defects in workmanship and materials for the applicable limited warranty period set forth on the Quaddrix website, which is measured from the date of shipment. Importantly, this limited product warranty does not cover:

- Products that have been damaged during transport from Quaddrix to the end destination.
- Products that have been damaged through misuse, abuse or mishandling, including without limitation the unauthorized modification of the system as a whole or any individual component, and/or the attachment of peripheral devices.
- Product that has been damaged by actions that are beyond Quaddrix's control, including for example, impacts, fluids, fire, flood, wind, earthquake, lightning or similar disaster, war, strike, lockout, epidemic, destruction of production facilities, riot, insurrection or material unavailability.
- Product for which Quaddrix has not received payment.
- Paint or finish.

During your applicable limited product warranty period, if a covered product is proven to be defective in workmanship or materials, Quaddrix will, at its option: (1) replace or repair the defective component; or (2) replace the product with a comparable product. Replacement parts will be new or serviceably used, comparable in function and performance to the original part or product, and warranted for the longer of fourteen days or the remainder of the warranty period. Replacement products may be refurbished, and are warranted for the longer of fourteen days or the remainder of the applicable limited warranty period. Any additional purchases or upgrades will not extend this limited product warranty.

If we determine that the problem with the product is not covered by the limited product warranty, we will inform you of alternative solutions that may be available to you on a fee-for-service basis.

THIS WARRANTY AGREEMENT GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). QUADDRIX'S RESPONSIBILITY FOR DEFECTS IN QUADDRIX PRODUCTS IS LIMITED TO REPAIR OR REPLACEMENT AS SET FORTH IN THE QUADDRIX LIMITED PRODUCT WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON THE QUADDRIX WEBSITE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. MOREOVER, QUADDRIX'S AND YOUR MAXIMUM LIABILITY

TO THE OTHER IS LIMITED TO THE PURCHASE PRICE YOU PAID FOR PRODUCTS OR SERVICES PLUS INTEREST AS ALLOWED UNDER THE APPLICABLE LAW. NEITHER YOU NOR QUADDRIX WILL BE LIABLE TO THE OTHER FOR PROPERTY DAMAGE, PERSONAL INJURY, LOSS OF USE, INTERRUPTION OF BUSINESS, "DOWN TIME", PURCHASER'S TIME, LOSS OF USE OF RELATED EQUIPMENT, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR SPECIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), ABSOLUTE OR STRICT LIABILITY OR OTHERWISE, OTHER THAN THOSE DAMAGES THAT ARE INCAPABLE OF LIMITATION, EXCLUSION OR RESTRICTION UNDER THE APPLICABLE LAW. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

How do I go about receiving service under the Quaddrix Limited Product Warranty?

Individual consumers may reach a technical support agent at <mailto:support@quaddrix.com> or (305) 407-9765.

How will Quaddrix fix a defective, warranted product?

For all covered products, we will first attempt to diagnose and resolve the problem over the telephone. If we determine that the problem is with a defective component covered by your warranty, then we will, at our option, either: (a) have you send your product to our repair facilities for repair or replacement; or (b) send you a component part to replace the defective component. If our technical support agents determine that your product must be returned to our facilities for repair or replacement, we will issue you a Return Material Authorization Number. You must return the product to us in its original or equivalent packaging. We will, at our expense, return the repaired or replacement product to you. We will pay shipping expenses both ways only if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, you are responsible for shipping the product to our Miami Repair Facility and we will ship the product back to you freight collect.

IMPORTANT NOTE:

Before you ship product to us or before you replace a part, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as CDs or USB cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

Credit Returns

Quaddrix will credit all returns of standard production items for a period of 60 days from the original date of shipment, it's a requirement that the returned products still unused and in its/their original packaging, along with any media, documentation, accessories, and all other items that were included in the original shipment. All merchandise returned for credit is subject to a 20% restocking and refurbishing charge. To return merchandise for credit, you must obtain a Return Materials Authorization number. Please call the Quaddrix customer service department and provide them with the invoice number, item description, serial number(s) of the merchandise you wish to return and the reasons for the return. You must ship the merchandise within five (5) days of receiving your RMA number.

Product warranty periods

The following table lists the standard warranty durations for all the Quaddrix products. All warranty durations start from the date of shipment from Quaddrix facility or point of origin.

Products	Warranty
Professional cameras	3 Years
Mini domes	3 Years
Bullet cameras	3 Years
Micro cameras	1 Year
Speed Domes	2 Years
Speed Dome controllers	1 Year
Digital Video Recorders	3 Years
Housings	1 Year
Brackets	1 Year
Lenses	2 Years
Quads & Multiplexers	1 Year
Power Supplies	1 Year
Smart cabling products	1 Year
LCD Monitors	1 Year