



Warranty and Return Policy

EFFECTIVE January 30, 2020

GENERAL TERMS

Advanced Technology Video (ATV) warrants to the original purchaser its products are free from defects in materials and workmanship when used under normal conditions, for a period of **THREE (3) years** (thirty-six months) from the date of original purchase. The economy line products, power supplies and the motors of pan-tilt-zoom (PTZ) domes are limited to a period of **one (1) year** (twelve months). Please refer to the list of economy products at the end of this warranty coverage document.

ATV will repair or replace the unit with new or refurbished product at its discretion. Any product repaired or replaced within the warranty period, shall be warranted by ATV to the initial end-user purchaser for 90 days from the return shipment date, or the remainder of the warranty term, whichever is longer. Repairs outside the original warranty period are warranted for 90 days. In the event warranty or non-warranty service is required; please refer to the **Repair Process** below.

There are no other warranties implied or otherwise. Equipment failures due to improper installation, modification, abuse, damage or acts of nature will not be covered by the warranty. ATV's authorized repair center will evaluate equipment returned for repair to determine warranty coverage.

OVER THE COUNTER (OTC) EXCHANGE POLICY (Distributor)

Product failure claims within the first ONE YEAR of original purchase by an integrator or dealer from a distributor will be eligible for an Over the Counter (OTC) exchange for the same product from that distributor for products that fail under warranty conditions. For economy products the OTC term is ninety (90) days. Product failures after ONE YEAR or NINETY DAYS for economy products will be covered under the standard warranty policy. Special Order items (i.e. 3rd party E-SATA and NLSS products) are not included in the OTC policy.

Before returning to the distributor, the dealer or system integrator must contact the ATV Technical Support group (**888-288-7644 option 4**) for initial troubleshooting. If the problem cannot be resolved over the phone, an issue number will be provided. The issue number must be provided to the distributor for an over the counter exchange. The original purchaser (distributor) is responsible for obtaining a Service Request Authorization (SRA) to return the exchanged product. ATV will not expedite freight for product subject to an OTC exchange when not stocked at the distributor. Expedited freight is available at the distributor's expense.

The defective unit from the distributor OTC exchange must be returned within 14 business days from the OTC exchange date. Receipt of the defective unit after the 14 business days may result in the repair and return of the original unit under the standard warranty policy with no OTC exchange privileges honored.

Credit will be given for failures covered under the warranty policy. Credit will be denied if the failure that occurred was due to improper installation, maintenance, or adjustments; products that have been abused, misused, tampered with, or otherwise fail within a non-warranty issue as deemed by ATV. If no fault is found with the unit, ATV reserves the right to return the unit to the distributor with no credit issued.



Warranty and Return Policy

ADVANCED REPLACEMENT POLICY (Direct Dealer / System Integrator)

Product failure claims within the first ONE YEAR of original purchase by a direct dealer or system integrator will be eligible for an Advanced Replacement (AR). For economy products the Advanced Replacement term is ninety (90) days. Product failures after ONE YEAR or NINETY DAYS for economy products will be covered under the standard warranty policy. Special Order items (i.e. 3rd party E-SATA and NLSS products) are not included in the AR policy.

As with any product failure, the dealer or system integrator must contact the ATV Technical Support group (**888-288-7644 option 4**) for initial troubleshooting. If the problem cannot be resolved over the phone, an issue number will be provided. After the initial phone call to Technical Support, the SRA process may be completed by visiting the ATVvideo.com web site (ATVivision.com >> Support Center >> Product Repairs & Returns >> Submit SRA Form).

In addition to the information required for the Repair Process, an advanced replacement purchase order (P.O.) **is required** for immediate release of the replacement product. The integrator or dealer must be in good standing with ATV to receive AR privileges. ATV reserves the right to replace the unit with new or refurbished product at its discretion. The AR unit will be shipped by ground at ATV's expense and invoiced under the new PO, referencing the original sales invoice number and SRA number. Expedited freight is available at the dealer' or system integrator's expense.

The defective unit from the direct dealer or system integrator must be returned within 14 business days from the ship date of the replacement unit. If not returned within 14 business days the advanced replacement product invoice will become due and payable. Receipt of the defective unit after the 14 business days may result in the repair and return of the original unit under the standard warranty policy with no AR privileges honored.

Credit will be given for failures covered under the warranty policy. Credit will be denied if the failure that occurred was due to improper installation, maintenance, or adjustments; products that have been abused, misused, tampered with, or otherwise fall within a non-warranty issue as deemed by ATV. If no fault is found with the unit, ATV reserves the right to return the unit to the dealer or system integrator with no credit issued and invoice the dealer or system integrator for the advanced replacement PO amount.



REPAIR PROCESS

In the event of product failure, the customer or distributor representative is REQUIRED to contact the Technical Support group (888-288-7644 opt 4) for initial troubleshooting. If the problem cannot be resolved over the phone, an issue number will be provided. After the initial phone call to Technical Support, the SRA process may be completed by visiting the ATVvideo.com web site (ATVivision.com >> Support Center >> Product Repairs & Returns >> Submit SRA Form).

Service Return Authorization Number

The following information is required to complete a SRA:

- (a) Company name, address, contact, phone#, fax#
- (b) Model number and serial number of unit to be repaired
- (c) Date of Original Purchase, Original PO and Invoice Number
- (d) Reported problem
- (e) Issue # provided by ATV Technical Support

Packaging Requirements

When returning product to the ATV Authorized Service Center for repair, the packaging must be of the same quality as the original equipment packaging in order to protect the equipment from shipping damage. Should product be received damaged, no repair will be performed and product will be returned to sender at sender cost. No product will be accepted for service repair without a valid SRA number that is clearly identified on the exterior of the shipping box. Include a copy of the SRA within the packaging. Any product received without the SRA number reference will be refused and returned the original shipper.

Freight Charges

In bound freight charges are at the customer's expense. Units under warranty will be shipped back after repair in the same manner as received (i.e. UPS / FedEx Ground, 2nd Day, Next Day) at no charge. Expedited return shipping is available by request at the customer's expense.

For Out of Warranty repairs, the customer will be contacted for approval of the repair charge estimate. Return shipping charges for non-warranty repairs are at the customer's expense.

Expiration of SRA

SRA numbers are valid for 30 days. If the unit for service is not received within 30 days of issuing the SRA it will be closed.

Out of Warranty Repairs

Repairs are Out of Warranty if any ONE of the following conditions exists:

- (a) The product was originally purchased from ATV more than 36 months OR 12 months for Economy products. Please refer to the list of economy products at the end of this warranty coverage document.
- (b) The product failed all or in part due to improper use, installation, or maintenance.
- (c) The product has been modified from its original design.
- (d) The product has been tampered with or service has been attempted by other than ATV.

ATV warrants replacement parts and repairs used for non-warranty returns for a period of 90 days from the date of repair.



Warranty and Return Policy

RETURNS FOR CREDIT

ATV will accept products for credit return from distributors and integrators in good standing with ATV within 90 days of purchase with a copy of the original invoice or purchase order. For return credit requests, the RMA process may be completed by visiting the ATVideo.com web site (ATVivision.com >> Support Center >> Product Repairs & Returns >> Submit RMA Form). An RMA is required for all credit returns. If the product is not received within 30 days after issuing the RMA, the RMA will be closed. If a return is still desired, a new RMA must be requested.

The following conditions apply when returning product for credit:

- (a) The item(s) must be new, unused, and in the original box, with all accessories.
- (b) Items that were special ordered or modified at the request of the customer are not eligible for credit return.
- (c) RMA number must be written on the return label, not on the box. Items arriving without a RMA number will be refused.
- (d) Shipping costs are the responsibility of the customer and will not be included in the credit amount issued.
- (e) RMA's will not be issued for items requiring repair.
- (f) If the unit is found to be ineligible for credit, it will be returned to the customer.
- (g) Returns are subject to a restocking fee. New items received for return credit within the first 30 days of original purchase will not be assessed a restocking fee. Between 31 and 90 days from the date of original purchase, a 15% restocking fee applies. Returns for credit are not allowed after 90 days from the date of purchase.
- (h) No credit will be issued until the unit has been evaluated.

For Distributors in signed contract agreements with ATV, the terms of returns and stock rotations may vary from the above conditions.

ECONOMY PRODUCTS (1- year Warranty, 90-day OTC Exchange / AR)

The following items are eligible ONLY for a one (1) year product warranty and ninety (90) day OTC exchange policy.

VLB7IR B7T6I FDM700DN VDM700DN VLD4500

Economy product list is subject to change. Please contact ATV for final confirmation.

EXCEPTIONS TO WARRANTY AND OTC EXCHANGE

The following items (3rd Party Purchases) are subject to the 3rd party provider's warranty, exchange and repair policies. ATV cannot extend our warranty or OTC exchange policy.

e-SATA External Storage (manufactured by Sans Digital)

NLSS Gateway and Decoder Products (manufactured by Next Level Security Systems)