



## Impath Networks Canada Corporation

### **Product support and warranty definitions**

Encoders, Decoders, Cameras, DVR/NVR - PC based DVR/NVR - Embedded DVR and Accessories

Impath Networks Canada Corporation (herein known as Impath) provides the following express warranty for each new Impath system distributed by Impath or sold by an authorized Impath dealer. Impath warrants that each new system is free, under normal use and maintenance, from any defects in material and workmanship subject to the following terms and conditions:

All Impath **5000 Series encoders and decoders** have a one (1) year manufacturer's warranty commencing at the time of purchase (can be extended up to five years at time of purchase).

All Impath **PC based Digital Video Recording Systems** have a three (3) year manufacturer's warranty commencing at the time of purchase (can be extended up to five years at time of purchase).

All **embedded (stand alone DVR) systems** have a limited warranty of one (1) year commencing at the time of purchase. This can be extended up to three years at time of purchase.

All **DVR's** are covered and serviced under the following warranty terms:

**(a)** Only the primary system is covered for the full warranty term; accessories (monitors, UPS's, isolation transformers, keyboards, mice, etc.) are covered for a one (1) year term only. Impath requires that all systems are protected by an Impath approved UPS and isolation transformer or warranty will be null and void.

**(b)** Initial 30 day coverage includes full parts and shipping with the following conditions. The decision to send replacement systems will be made by Impath technical support based on failure information and troubleshooting the product. If a replacement unit is shipped, defective materials must be returned within 30 days or the customer will be invoiced for the replacement materials.

**(c)** Remaining Warranty Period: Full parts and return shipping.

**(d)** Impath Networks reserves the right to troubleshoot any system issues or errors before approving a product return or replacement.

### **Cameras and Accessories**

- All fixed position non-covert cameras, IP or analogue, sold by Impath have a three (3) year limited warranty unless otherwise stated at [www.impathnetworks.com](http://www.impathnetworks.com).
- All PTZ cameras have a one (1) year limited warranty.
- All covert cameras including smoke and motion detector sold by Impath have a one (1) year limited warranty.



- All accessories including power supplies, mounts, housings, baluns, connectors, monitors, test monitors, UPS's and/or isolation transformers, lenses, converters or video/data distributors, carry a one (1) year limited warranty.

Impath Networks reserves the right to replace any defective camera with a certified repaired product or a product of equal or greater capability in the event that a direct replacement is not available. All RMA's for these products will follow the previously stated conditions.

### **RMA Shipping**

Any product returning to Impath without an RMA number clearly marked on the packaging will be refused. Impath will cover the cost of shipping both ways for the first 30 days after the original invoice date. All returning systems after 30 days must be sent to Impath freight prepaid; collect shipments will be refused. Method of return shipment will be ground service; air service is only by request and at the dealer's expense. The product to be replaced or repaired must be shipped in approved packaging and be labeled with the RMA number and a copy of the Impath invoice included.

### **Limitations**

Any damage caused by abusive operation, negligence, improper use, insufficient care, fire, flood, lightning, power surge, or other events beyond the control of Impath will not be covered under this warranty.

Any Impath Networks product which has been tampered, adjusted or repaired by a non-Impath or non-authorized Impath service representative will not be covered by this warranty.

This warranty applies to the original purchaser and is not transferable.

### **Restocking Fees**

For new product return or exchange:

- 1-7 days starting from receipt of goods – No restocking fee if the product is in original condition and packaging.
- 8-30 days starting from receipt of goods – 25% restocking fee if the product is in original condition and packaging.

All return shipping costs are the responsibility of the customer.

No credit will be offered for goods returned that are not in new condition, original packaging, or beyond 30 days from receipt of goods.

### **Disclaimer of warranty**

Impath disclaims and excludes all other warranties, express or implied, including, but not limited to any and/or all implied warranties of merchantability, fitness for a particular purpose and/or any warranty with regard to any claim of infringement that may be provided in section 2-312(3) of the uniform commercial code and/or in any other comparable statute. Impath hereby disclaims any representations or warranty that the product is compatible with any combination of non-Impath products purchaser may choose to connect to the product.

**Limitation of liability**

The liability of Impath if any and purchaser's sole and exclusive remedy for damages for any claim of any kind whatsoever, regardless of the legal theory and whether arising in tort or contract, shall not be greater than the actual purchase price of the product with respect to which such claim is made. In no event shall Impath be liable to purchaser for any special, indirect, incidental, or consequential damages of any kind including, but not limited to, compensation, reimbursement or damages on account of the loss of present or prospective profits or for any other reason whatsoever.

Impath is neither liable nor responsible for lost or corrupted data and or video on DVR hard drives.

Impath owns all parts removed from warranty-repaired products. Impath will use both new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If Impath repairs or replaces a product, the original warranty term will not be extended.