



**Insight Technology Group, Inc.
Insight Video Security**

Product Warranty and Return Information

Warranty

(Updated on December 1st, 2010)

Insight Technology Group, Inc. will repair or replace, any merchandise proved defective in material or workmanship for a period of (manufactures warranty after the date of shipment or installation).

Exceptions to this warranty are as noted below:

Insight Technology Group, Inc. will warrant all replacement parts and repairs for 90 days from the date of Insight Technology Group, Inc. shipment. All goods requiring warranty repair shall be sent freight prepaid to Insight Technology Group, Inc., 2275 Geneva Dr, Lakeland, FL 33805. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Insight Technology Group, Inc. assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Insight Technology Group, Inc.'s liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Insight Technology Group, Inc. for such Products.

In no event will Insight Technology Group, Inc. be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of Insight Technology Group, Inc. or otherwise.

This warranty is void if the product:

- suffers scratches, cracks, or other cosmetic damage as a result of normal wear and tear and/or accident or abuse;
- is used with non-Insight Technology Group, Inc. hardware products or software not licensed by Insight Technology Group, Inc. (including but not limited to adaptors and power supply sources) or which are otherwise not compatible;
- is modified or tampered;

- is damaged by Acts of God, lighting, power surge, misuse, abuse, negligence, accident, wear and tear, mishandling, misapplication, intrusion of or exposure to liquids, or other causes unrelated to defective materials or workmanship;
- serial number is defaced, altered, or removed;
- is damaged by programs, data, viruses, or files,
- is not used in accordance with the accompanying documentation and use instructions; or
- is opened, disassembled, repaired, modified, or altered by other than Insight Technology Group, Inc's, authorized repair centers.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Insight Technology at **1-877-814-6764** to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, Sales Order number, or invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Returns

In order to expedite parts returned to the factory for repair or credit, please call **1-877-814-6764**

! All merchandise returned for credit may be subject to a **20% restocking & refurbishing charge**. Installation service fees will still apply and will not be refunded.