



LIMITED PRODUCT WARRANTY

WARRANTY TIMEFRAME

IP Video:

Network IP Camera	3 years
Network Video Recorder (NVR)	3 years
IP PTZ (Lens & Motor - 1 year)	3 years
Navigator Server	3 years
AIDA Server	3 years

Analog Video:

AHD Camera	3 years
DHD DVR	3 years

Parts and Accessories:

Industrial Series PoE Switch	3 years
Video Signal Equipment (including Hubs and Baluns)	1 year
Keyboard	1 year
Standard Housing and Brackets	1 year

*Platinum accounts get one additional year of extended warranty and free return label for products within warranty.

*Diamond accounts get two additional years of extended warranty and free return label for products within warranty.

TERMS AND CONDITIONS

PROOF OF PURCHASE: The buyer's dated bill of sale (invoice or receipt) must be retained as evidence of the date of purchase and to establish warranty eligibility.

In Warranty Policy:

LILIN USA warrants the referenced closed-circuit video equipment (when purchased new) to be free from defects in material and workmanship. Prior to Shipping each unit is inspected, hard drives are installed and formatted, upgraded to the latest firmware to ensure highest reliability and function out of the box.

This warranty covers equipment that has been properly installed and used. It does not cover damage that occurs in shipment or failures that result from alteration, accident, misuse, abuse, improper installation, power surge, lightning strike or acts of God. LILIN USA makes no further warranty, express or implied, including any warranty of merchantability or fitness. In no event will LILIN USA be responsible for incidental or consequential damages, including damage to any closed-circuit video equipment. If the product fails within 30 days a refund will be provided. If the product fails within 90 days a new exchange will be provided. Failed units after 90 days to one year qualify for repair or refurbished exchange. After 90 days of purchase the buyer will be responsible for the cost of shipping the item to LILIN USA.



Upon receipt of the item, if it is deemed to be covered by LILIN USA's Limited Warranty policy and within the warranty period, the item will either be repaired or replaced at the discretion of LILIN USA. If the item is deemed not to be covered by LILIN USA's Limited Warranty and/or outside of the item's warranty period, the original unrepaired unit will be sent back to the buyer with a shipping & handling charge. After 30 days purchase, products returned "No Fault Found" will incur a 30% restocking fee. After 90 days purchase, customers are responsible for shipping charges (exclude Platinum and Diamond Accounts).

ALL RETURNS REQUIRE A RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER. ANY PRODUCT RETURNED WITHOUT AN ASSIGNED RMA NUMBER WILL NOT BE PROCESSED.

Please submit an RMA request via our ticketing system <https://lilin.zendesk.com/hc/en-gb/requests/new>. Include your contact information, product model, mac#, serial #, reason for request and details of the problem. Please note, incomplete information will delay processing RMA request. Once your case is reviewed and approved for return:

- A. Customer must provide collateral information ensuring the return of the nonfunctional item.
- B. An RMA# with return instructions will be given
- C. In Warranty product qualify for repair or Advance Replacement via ground shipping. If another shipping method is required, the customer will be asked to pay the difference.
- D. The warranty of Advance Replacement product will carry the remainder of the original product warranty. The warranty period will not restart with Advance Replacement product.
- E. Only ship back approved RMA devices. Unauthorized return will not be processed.
- F. After 90 days of original purchase, customer is responsible for the cost of shipping back to LILIN USA.
- G. Returned products must be received by LILIN US within two weeks of receiving the replacement product. If the returned product is not returned within the period, it will incur a charge of 80% of the then-current MSRP for the product which was not returned.

Refurbished Sale:

Items fail within 90 days of purchase qualify for same model replacement. After 90 days to a year items can only be sent for repair. Past one year items are considered to be Out of Warranty.

Out of Warranty Policy:

Nonfunctional items that are not covered by LILIN USA warranty may be sent back to LILIN USA at the discretion of the customer upon acquiring RMA# from LILIN USA. The items will be inspected, and an estimated repair charge will be provided to the buyer upon request (Note: estimate is subject to change based on the actual product condition). Only when the buyer agrees to said charge(s) will the defective unit(s) be repaired and returned. The customer will be responsible for the cost of any repair service, parts and shipping both ways. In some instances, the product may need to be sent to LILIN HQ in Taiwan. If the unit cannot be repaired or the repair estimate is declined, the original un-repaired unit will be sent back with a shipping & handling charge. The customer will be given the option of purchasing a refurbish unit.

Clearance / Discontinued Items Policy:

Clearance / Discontinued items are only covered by 30 days DOA (Dead on Arrival) limited warranty. All sales are final.

PRODUCT RETURN POLICY

- A. Within 30 days from original invoice date: Products that have not been used may be returned for a refund (not include original shipping charge.) All products returned for a refund must be in new and unused with original packaging, accessories, user manual/CD ROM.
- B. Between 31 and 90 days from original invoice date: A restocking fee will be assessed based on the condition of each item (standard restocking fee is 30% based one original purchase amount).
- C. An additional 15% restocking fee will be charged for any items returned damage or are missing accessories (manuals, CD's, screws, tool kits) or require re-packaging.
- D. After 90 days from original invoice date products are not accepted for refund.

If you have any questions about this warranty or need any clarification on a specific product or service, please contact LILIN USA at (888) 287-8686 or (626) 739-1840.