

# Warranty

Thank you for purchasing EZVIZ products. This limited warranty gives you, the original purchaser of the EZVIZ product, specific legal rights. You may also have other legal rights that vary by state, province or jurisdiction. The disclaimers, exclusions, and limitations of liability under this limited warranty will not apply to the extent prohibited by applicable law.

No distributor, reseller, agent, or employee is authorized to make any modification, extension, or addition to this limited warranty.

Your EZVIZ product is warranted for a period of **one (1) year** from the date of purchase against defects in materials and workmanship, or such longer period as may be required by law in the country or state where this product is sold, when used normally in accordance with EZVIZ's user manual.

You can request warranty service by calling us at 1.855.639.9849 or email us at [service@ezvizlife.com](mailto:service@ezvizlife.com).

For any defective EZVIZ products under warranty, EZVIZ, Inc. will, at its option, (i) repair or replace your product free of charge; (ii) exchange your product with a functional equivalent product; (iii) or refund the original purchase price, provided you provide the original purchase receipt or copy, brief explanation of the defect, and return the product in its original packaging.

At EZVIZ's sole discretion, repair or replacement may be made with a new or refurbished product or components. This warranty does not cover the postal cost, insurance and any other incidental charges incurred by you in returning the product.

Except where prohibited by applicable law, this is your sole and exclusive remedy for breach of this limited warranty. Any product that has either been repaired or replaced under this limited warranty will be covered by the terms of this limited warranty for the longer of ninety (90) days from the date of delivery or the remaining original warranty period.

This warranty does not apply and is void:

- • If the warranty claim is made outside the warranty period or if the proof of purchase is not provided.
- • For any malfunction, defect or failure caused by or resulting from the evidence of impact, mishandling, tampering, use contrary to the applicable instruction manual, incorrect power line voltage, accident, loss, theft, fire, flood or other Acts of God, shipping damage or damage resulting from repairs performed by unauthorized personnel.
- • For any consumable parts, such as batteries, where the malfunction is due to the normal aging of the product.
- • Cosmetic damage, including but not limited to scratches, dents and broken plastic on ports.
  - • Any software, even if packaged or sold with EZVIZ hardware.
  - • For any other damages free from defects in material or workmanship.
  - • Routine cleaning, normal cosmetic and mechanical wear and tear.

## DISCLAIMER OF WARRANTIES

EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EZVIZ DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY, THE SECURITY OF THE PRODUCT, OR AVAILABILITY AND RELIABILITY OF PRODUCT INFORMATION OR DATA.

### LIMITATION OF DAMAGES

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### LIMITATION OF LIABILITY

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Please do not hesitate to contact your seller, or send e-mails to us [info@ezvizlife.com](mailto:info@ezvizlife.com), with any questions.

Website: <https://www.ezvizlife.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.