

24-month Warranty

Q-See RMA Policy

All Q-See products are backed by a conditional 24-month service warranty beginning on the date of purchase.

Q-See's RMA lab will thoroughly test and attempt to repair all products sent in for warranty repair. If we can't repair your product, it will be replaced with a new product of the same model. If a product of the same model isn't available, your product will be replaced with a comparable product.

Please note:

Physical damage to products voids the warranty covering the product.

This includes cables and wires which have been cut, disconnected, or spliced in **any** fashion, damages from products being dropped, hit, or mishandled, and cracked or physically damaged LCD screens.

You must return the product type and model that the RMA was created for -

If we receive a *different* model for repair/replacement than what your RMA was created for, it will cause delays.

Therefore, please carefully review all information entered before submitting the RMA request, and be sure to provide the correct model number.

(I.e. If an RMA request for a DVR model QT526 is submitted, but a different model of DVR, or a camera is returned instead.)

You can visit <https://qsee.custhelp.com> for assistance, or you can call Tech Support at (877) 998-3440 and the next available agent will be happy to assist you.

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.