

## **LOREX PRODUCT LIMITED WARRANTY**

Lorex Technology, Inc. (“Lorex”) warrants, to the original purchaser (the “Purchaser”) only, that this Lorex branded product (the “Product”), if properly installed and used thereafter in strict accordance with the use and care guidelines provided in the instructions manual, shall be free from manufacturing defects in material and workmanship. Lorex only warrants the Products contained in the original factory packaging.

### **Length of Warranty**

The Lorex warranty covers the Product, for one (1) year from the documented date of purchase. All other components and accessories contained in the original packaging are warranted for a period of ninety (90) days from the documented date of purchase. The purchase date must be documented with either an original sales receipt from the first retailer selling the Product or by credit card receipts or statements.

### **Lorex’s Obligations**

Lorex’s obligations under this warranty are limited, at its sole option, either to:

- Repair the Product found by Lorex to be defective; or
- Replace parts or, in Lorex’s sole discretion, the Product found by Lorex to be defective.
- Any replacement parts furnished by Lorex in connection with this warranty shall be warranted to the Purchaser for a period equal to the unexpired portion of the warranty period for the Product. Products may be repaired with new or refurbished parts, and may be replaced with new or refurbished products, of the same or similar model as the replaced Product, or of equal or superior quality, at the sole discretion of Lorex.

### **Warranty Limitations, Exclusions & Disclaimers**

This warranty is invalidated if non-Lorex accessories are or have been used in connection with the Product, or if any modification or repair is made to the Product by any service depot or other person not authorized by Lorex. This warranty does not apply to defects in or damages to the Product caused by (i) negligent use of the Product, (ii) misuse, abuse, neglect, alteration, repair or improper installation of the Product, (iii) electrical short circuits or transients, (iv) heat, humidity, moisture or temperatures beyond product specifications (v) use of replacement parts not supplied by Lorex (vi) improper Product maintenance, or (vii) accident, fire, flood or other Acts of God.

This warranty does not cover data loss, or costs related to data recovery. Lorex makes no warranty that the software provided with the Product will function without interruption or otherwise be free of anomalies, errors or viruses. This warranty does not cover any costs relating to removal, replacement, or installation of any Product, regardless of whether the Product is found by Lorex to be defective, or software installed on the user’s computer.

Lorex reserves the right to make changes to its products without incurring any obligation to modify any product that has already been manufactured. This warranty does not cover any alteration or damage to any other software that may be or may become resident on the users system as a result of installing the software provided.

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**USE OF THE PRODUCT OR ARISING FROM THE MALFUNCTIONING OR NON-FUNCTIONING OF THE PRODUCT, INCLUDING, WITHOUT LIMITATION, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, DAMAGE TO OR LOSS OF PROPERTY, INJURIES TO OR DEATH OF ANY PERSON, AND CLAIMS AGAINST THE PURCHASER BY ANY THIRD PERSON, EVEN IF LOREX HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. LOREX DOES NOT WARRANT THAT THE PRODUCT OR ITS SOFTWARE WILL OPERATE WITH ANY OTHER PRODUCT OR SOFTWARE EXCEPT THAT WHICH IS INDICATED BY LOREX. LOREX IS NOT RESPONSIBLE FOR CHARACTERISTICS OF THIRD PARTY HARDWARE OR SOFTWARE WHICH MAY AFFECT THE OPERATION OF THE LOREX SOFTWARE INCLUDED.**

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#### **State/Provincial Law**

The Purchaser may have other rights under state, provincial, or federal laws and where the whole or part of any item of this warranty is prohibited by such laws, it shall be deemed null and void. The remainder of the warranty shall remain in effect.

The Products covered by this Warranty must be used as intended for the warranty to apply. Without limit to the foregoing, some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers or the limitation of liability for personal injury, so the above limitations, exclusions and disclaimers may be limited in their application to you. If implied warranties are not allowed to be excluded in their entirety for any reason, they will be limited to the duration of the applicable written warranty in this document. This warranty gives you specific legal rights which may vary depending on local law. By keeping this Product you agree to the terms of this Limited Warranty without objection or addition, and agree that binding arbitration shall be your sole remedy for any disputes over any elements of this Limited Warranty and waive any right to pursue joint, collective, or class claims in any form with respect to the Product, your purchase of the Product, this Limited Warranty and Lorex's performance hereunder.

#### **Product Registration**

In order to obtain service of any kind, the Purchaser must register the Product online at [www.lorextechnology.com](http://www.lorextechnology.com).

#### **Obtaining Service**

Should the Product require service under this warranty, the Purchaser must provide Lorex with a copy of proof of purchase in the form of the original dated bill of sale, receipt or invoice and product registration information. Lorex will not perform any of its obligations under this warranty without the required information as stated above. To make a claim on this warranty, please visit [www.lorextechnology.com](http://www.lorextechnology.com) for further details. If returning the Product to Lorex, you must obtain a Return Authorization number, and you must assume the risk

of damage or loss during shipment. You must use the original packaging or the equivalent, and you must pay postage. Lorex will cover the cost of shipping the replacement product back to you.

**Limited Technical Support**

The Lorex limited warranty period covers one (1) year of telephone technical support. Product registration is mandatory prior to obtaining Technical Support. After the warranty period has expired, technical support services will continue to be available for a fee. Please see the Service Agreement online at [www.lorextechnology.com](http://www.lorextechnology.com) for more information. Terms of limited technical support are subject to change at the discretion of Lorex.

*Always use discretion when installing video and/or audio surveillance equipment especially when there is perceived privacy. Inquire regarding federal, state and/or local regulations applicable to the lawful installation of video and/or audio recording or surveillance. Party consent may be required.*

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.