



Warranty and Service Information

Surveillance Camera Systems

Client acknowledges that a **Self-Monitored Camera System** is being purchased and/or installed from/by BrowzenRound, LLC dba System Links (Company). This means, after installation of the Camera System, it is the sole responsibility of the Client to verify that the equipment is operating properly. For example: All equipment components are turned on, electrical power is on and system is plugged in to power, check playback on regular basis to ensure data is being recorded and hard drive is functional and, if applicable, check remote accessibility via internet/data connection(s).

NOTE: If client wishes, a *Service Maintenance Agreement* may be purchased from the Company to ensure proper functionality of Camera System on regular basis. Ask your Sales Associate or Installation Tech for more information.

The following sets forth the terms and conditions under which the repair and/or service of Surveillance Camera equipment under this Warranty Agreement shall be performed by BrowzenRound, LLC dba System Links (Company).

Disclaimer: BrowzenRound, LLC dba System Links and all Agents thereof may not be held liable for any loss of data due to Surveillance Camera Equipment failure, including, but not limited to; Weather incidents, power outages/surges, acts of vandalism and improper use of equipment. Further, the Company and Agents may not be held liable for any damages or cost incurred as a result of data loss or quality of video.

Warranty Periods:

TVT/HikVision/Dahua Brands: CAMERAS—3-YEARS

DVRs/NVRs (Recording Devices)—2-YEARS

Uniview Brand: CAMERAS*& DVRS—5-YEARS; *PTZ CAMERAS—3-YEARS

Seagate or Western Digital: HARD DRIVES: 1-YEAR

This Warranty does not cover product damages caused directly or indirectly by lightning strikes, power surges, vandalism, product modifications, and abuse or misuse, including failure to provide reasonable and necessary maintenance. The Company and/or Agents are not responsible for any lost time, profits or business, personal injury, property damage or similar loss, or any punitive, consequential or other direct, indirect or incidental damages.

***Client provided (Customer-Owned) Surveillance Camera Equipment will not be covered under this warranty. Refer to the Manufacturer Warranty for each Equipment piece. Labor is Warrantied for 1 year. ***

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Surveillance Camera Systems Continued

Service Calls:

Basic Service Call: During Warranty period

--No Charge locally; Outside Colorado Springs- up to \$149.99 travel charge.

Included services:

1.) Cameras—Replaced at no additional charge within the Warranty Period. After Warranty expiration, Cameras will be replaced at current market price per camera.

2.) DVRs—Replaced at no additional charge within the Warranty Period. After Warranty expiration, each unit will be replaced at current market prices.

3.) Hard Drives/POEs/Switches/Backup Power/Cables/Monitors and other Peripheral components—Replaced at no additional charge within the Warranty Period of the component. After Warranty expiration, each unit will be replaced at current market prices.

4.) Labor is warranted for one (1) year from date of installation

Service Calls NOT under Warranty or AFTER Warranty period: Service calls that are caused not by equipment failure. Including, but not limited to; Damaged by Acts of Vandalism, Weather issues, improper use or other physical damage. Includes Service Calls scheduled after Equipment Warranty period.

--\$125.00 per hour, Minimum one (1) hour, then charged at \$31.25 for each 15 minute increment after 1st hour. (Example—1 hour 15 mins Service Call: 125.00+ 31.25 = \$156.25)

Returns/Refunds:

**Equipment returned after 7 days for reasons other than equipment failure will be subject to a 20% restocking fee. NO refund given after 30 days.

**Open box/Refurbished Items are sold "As-Is", with a 90-day warranty. No returns or refunds accepted on these items.

**Labor is non-refundable

BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE ABOVE TERMS & CONDITIONS.

Client Signature: _____

Date: _____

Client Name Printed: _____