



General Warranty Statement

DIGIOP provides a general warranty that covers any product malfunctions or defects that prevent your equipment from working properly. Warranty length may vary depending upon the product, and begins on the date of purchase. In the event of a product malfunction or defect, the customer must complete the following steps to initiate the warranty process:

1. Contact the DIGIOP technical support department (800-968-3606) and perform any requested troubleshooting to either resolve or verify the product malfunction.
2. If the product is found to be defective, your technical support representative will provide you with an RMA (Return Merchandise Authorization) number.
3. Pack your product carefully, including all parts and accessories. If possible, use the original packaging. Else, please use a replacement box and an over pack box with substantial packing material to prevent further damage during shipping.
4. All software must be in the original, factory sealed package to be eligible for return.
5. Write your RMA number clearly on an exterior label adhered to the shipping (over pack) box. DO NOT write the RMA number on the original product packaging. Please include the RMA number in the ATTN line on your shipping label as well.
6. Ship the product to the address provided by the technical support representative.

NOTE: The customer is responsible for shipping costs back to the repair depot.

Once received, our technical staff will test the equipment to confirm the malfunction or defect. If possible, the product will be repaired and returned to the customer. If repair is not possible, the product will be replaced with a comparable unit. Depending upon availability of inventory, this unit may be new or recertified. DIGIOP will cover the cost of shipping the repaired or replacement product to the customer and expedited shipping is available upon request.

What is not covered?

DIGIOP's general warranty does not cover any product that is modified from its original factory condition, nor does the policy cover any damages incurred during shipment, caused by acts of nature, due to vandalism, or due to the improper installation of the product. Improper installation of product includes, but is not limited to, the failure to follow documented instructions provided by the manufacturer, the failure to follow the technical support troubleshooting process, cutting cables, cutting connectors off of a camera, or any modifications to your product unless instructed to do so by the technical support department.

DIGIOP

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www.DIGIOP.com



Advance Replacement Services

Customers who experience a product failure within 30 days of shipment may choose to take advantage of the DIGIOP advance replacement service. For purchases direct from DIGIOP, the customer must complete the following steps to initiate the advance replacement process:

1. Customer must follow the warranty process outlined above.
2. Customer must purchase a new unit to replace the defective unit. This unit will be sent immediately, as the defective unit is being returned.
3. If the original unit is received within 30 days, is complete and unmodified from factory condition, a credit will be provided to the customer for the replacement unit.

NOTE: Customers who purchased their DIGIOP product through an authorized distribution partner must contact that distributor directly to obtain an advance replacement.

International Support

Customers who purchase DIGIOP products for use outside of the continental United States have access to direct technical support, and the warranty and advance replacement services outlined above. Please note that it is the responsibility of the customer to return the product to the US DIGIOP returns department, and to cover all related shipping costs, import/export fees and duties. For further questions regarding our international support and warranty policies, please contact your DIGIOP sales representative.

Out of Warranty Services

Certain services may be available for purchase after the product warranty has expired. These services may include remote software support, hardware diagnostics and repair, or other services. Contact your sales representative to discuss available services and associated costs.

Warranty Duration

Warranty duration varies based on the product type and customers should always verify the warranty duration before purchase. General guidelines for warranty durations are as follows:

- DIGIOP Software 9.1 or older: 30 day warranty
- DIGIOP LOCAL Stand-Alone Software: 3 year warranty
- DIGIOP ELEMENTS Software Subscription: Software warranty is current for the life of the subscription
- "DIGIOP Certified" Video Hardware: 3 year manufacturer's warranty for active/current customers

Software Support Warranty

Upon expiration of the stand-alone software warranty, customers may purchase a 1 year Software Support warranty. This will allow customers to receive all supported software updates for an additional year. The warranty will also extend the customer's access to the DIGIOP technical support team for the duration of the extension period.

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