



(This warranty applies to products bought prior March 1st )

## Warranty Agreement

IC Realtime, LLC will repair or replace, without charge, any merchandise proved defective in material or workmanship for a period of one(1) year (three years(3) for Digital Video Recorders and complete systems) after the date of shipment.

Exceptions to this warranty are as noted below:

IC Realtime, LLC assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. IC Realtime, LLC's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to IC Realtime, LLC for such Products.

In no event will IC Realtime, LLC be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of IC Realtime, LLC or otherwise.

IC Realtime, LLC will warrant all replacement parts and repairs for 90 days from the date of IC Realtime, LLC shipment. All goods requiring warranty repair require acquiring an authorized RMA number and be sent freight prepaid to IC Realtime, LLC, 3050 N Andrews Ave EXT, Pompano Beach, FL 33064,. (See separately, **RMA Procedure Instructions**)

Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

This warranty is void if the product:

- suffers scratches, cracks, or other cosmetic damage as a result of normal wear and tear and/or accident or abuse;
- is used with non-IC Realtime, LLC hardware products or software not licensed by ICRealtime (including but not limited to adaptors and power supply sources) or which are otherwise not compatible;
- is modified or tampered;

- is damaged by Acts of God, lighting, power surge, misuse, abuse, negligence, accident, wear and tear, mishandling, misapplication, intrusion of or exposure to liquids, or other causes unrelated to defective materials or workmanship;
- serial number is defaced, altered, or removed;
- is damaged by programs, data, viruses, or files;
- is not used in accordance with the accompanying documentation and use instructions; or
- is opened, disassembled, repaired, modified, or altered by other than IC Realtime, LLC authorized repair centers.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

### **USA Returns**

In order to expedite parts returned to the factory for repair or credit, please call the factory at (954) 772-5327 to obtain an RMA authorization number.

All merchandise returned for credit may be subject to a 20% restocking and refurbishing charge.

If you need to send goods to IC Realtime, LLC, obtain an RMA number and use the following address:

**IC Realtime, LLC**  
**Attention: RMA# \_\_\_\_\_**  
**3050 N Andrews Ave EXT**  
**Pompano Beach, FL 33064**