

# CPCAM CCTV CANADA CORP.

## Terms and Conditions

- Defective items will be repaired or replaced for the duration of 1 (one) year unless otherwise stated (Please review our RMA Policy for more information).
- Shipping charges are not refundable.
- All returns are subject to our RMA Policy (Please review our RMA Policy).

CPcam understands the importance of price stability to dealers making bids or preparing marketing materials. However, due to the volatile nature of the rapidly growing market, please be aware that we reserve the right to make price changes at any time without notice.

CPcam is supplying products with the understanding that you, as the dealer, have the appropriate licenses, training, experience and insurance to perform installations safely and legally.

CPcam accepts no responsibility in the event any property damage or injury occurs to users of the products, or installers of the products. Product descriptions provided are, to the best of our knowledge, correct at the time of publication or web page creation. Due to the continual product development, the actual product shipped may differ in specifications. Please use the manufacturer's specifications and instructions when installing products.

CPcam products must not be advertised in consumer venues, e.g. catalogs, web sites, direct mail, email, fax at prices less than the minimum advertised printed price (MAPP).

CPcam reserves the right to terminate its relationship with any dealer in violation of the MAPP pricing policy.

CPcam reserves the right to modify the terms and conditions of its dealer program within 30 days written notification via email or by regular mail.

The purchase of any products from CPcam constitutes acceptance of these terms.

### **RMA Request Policy**

#### **Return of Merchandise Procedure**

**CPcam CCTV CANADA CORP.** support staff is available to assist its dealers in determining whether the product is defective, prior to its return. Based on the circumstances, we may be able to provide a recommended phone fix, or direct you to the our closest Authorized Repair Center.

An RMA Authorization number MUST be obtained PRIOR to returning any product. Customer and product information is required to process an RMA. Please phone or fax for your RMA request to obtain an RMA number which will valid for 7 days. The RMA number does not guarantee that you will receive warranty service, replacements or that credit will be approved. Returns not conforming to the appropriate procedures will be returned to you, freight collect. We will not accept a product that is returned not in original packaging, marked, or physically damaged.

## **Returning Products To CPCAM CCTV CANADA CORP.**

Proof of Purchase MUST be included with the shipment, quoting the invoice number. A detailed description of the problem will speed up the repair/replacement turnaround time. Products must be in their original packaging material and box, all undamaged and unmarked, including anti-static bags, manuals and cables, if originally included. Improperly packaged product is frequently damaged in transit, requiring CPCAM CCTV CANADA CORP. to refuse your shipment within 48 hours. Enclose your RMA number(s) with your shipment.

**NOTE:** Shipments to CPCAM CCTV CANADA CORP. MUST BE PREPAID TO DOOR WITH THE RMA NUMBER ON THE LABEL. Product that has been deliberately marked by the customer(s) for ID purposes will not be accepted for replacement. We recommend a small, easy-to-remove sticker be utilized for ID purposes, to show invoice number, invoice date, etc.

Receiving Your Repaired Or Replaced Product CPCAM CCTV CANADA CORP. will ship your replacement right to your door, freight collect by a carrier of your choice.

### **Inquiries**

When making inquiries, always refer to your RMA number. Please allow us at least 3 days, following receipt, to process the returns.

### **Returns For Credit**

Returns within 15 days of purchase must be pre-authorized by contacting your CPCAM CCTV CANADA CORP. Account Manager and are only acceptable when in "NEW", resalable condition with original boxes unmarked. A 20% restocking fee will applied based on the item's purchase price.

### **DOA Merchandise**

DOA product will be immediately repaired or replaced by CPCAM CCTV CANADA CORP. during the first 7 days from our invoice date. If CPCAM CCTV CANADA CORP. can not repair or replace the item promptly, you will have the option to take a similar product at equal value or a credit. Original, unmarked packaging is required

### **No Fault Found**

"No Fault Found" returns will be subject to a \$25.00 inspection and handling charge. The merchandise then will be shipped to your door, freight collect by a carrier of your choice (if applicable).

### **Off Warranty Service**

Off warranty service will be provided at \$75 per hour for labor, plus parts and shipping cost.

**CPCAM CCTV CANADA CORP. reserves the right to modify the terms and conditions of its RMA Policy within 30 days of written notification via email or by regular mail.**