

Limited Liability and Warranty

Costar Video Systems ("Costar", "we", "us", "our") warrants to the original consumer/purchaser for the applicable period set forth below, that the products we sell are free from defects in material and workmanship, except as otherwise indicated below.

Limited Warranty		
Products	Exceptions	Warranty Period
High Speed Domes	Six (6) months parts and labor... on all Pan and Tilt assemblies used in continuous motion. Units must be powered by an approved power supply with ESD protection for data and video feeds.	One (1) year parts and labor
Camera Enclosures Monitors Network Video Recorders Network Cameras TVI Cameras	One (1) year parts and labor... on heater and blower kits	Two (2) years parts and labor
Analog Cameras Mounting Accessories Digital Processors (Controllers and keyboards) Digital Video Recorders	Five (5) years parts and labor... on the sensor	Three (3) years parts and labor
Lenses		Five (5) years parts and labor
Multi-channel Power Supplies		Limited lifetime under normal use
Any implied warranty of merchant ability or fitness for a particular purpose on these products is limited in duration to the warranty period specified above.		

This warranty does not cover: damage to the finish of fittings or accessories caused by the use of cleaning solvents/chemicals or improper cleaning methods; damage to any products based on or resulting from installation or repair, misuse or abuse (including but not limited to, excessive operating conditions), or alteration or adjustment whether performed by a contractor, service company or yourself; damages resulting from a failure to reasonably clean, care for or maintain a product; any products we sell that have been moved or removed from their original installation site. This warranty does not cover cosmetic damage, acts of god, misuse, accidents, voltage spikes, improper connection or improper use.

In no event will Costar be liable in contract, in tort, in strict liability or otherwise for any special, indirect, incidental or consequential damages for a breach of the warranty otherwise with respect to its products. The liability of Costar under the warranty or otherwise with respect to a product shall not exceed the purchase price received by Costar from the purchaser of such product.

If you believe that a product fails to meet the above limited liability warranty, you should contact the place of purchase or notify us in writing prior to expiration of the applicable warranty period set forth above at the following address:

Costar Video Systems
Attn: RMA Department
101 Wrangler Drive, Suite 201
Coppell, TX 75019

You must have a Return Material Authorization (RMA) to return any product. Please visit our [website](#) to fill out an RMA Request Form, or call or email the following to obtain an RMA number:

1-888-694-STAR (7827)
rmadept@costarvideo.com

All returns must be received within 30 days of the issuance of the RMA number. Notification should include a description of the product, the RA number, model number and how the product fails to meet the above warranty. Upon receipt of a written claim under this limited warranty and evidence of the date of purchase or installation, and after inspection by an authorized Costar representative, at our option and in our sole discretion, we will either repair or replace the product with a Costar product of the same or similar type and size. If, as determined by Costar, repair or replacement of the product is not commercially practical or cannot be completed in a timely manner, we may elect to refund the actual purchase price paid for the product upon verification by providing a copy of your invoice, receipt or bill of sale.

COSTAR VIDEO SYSTEMS WILL NOT BE LIABLE FOR ANY OTHER LOSS OR EXPENSE(S) NOT SPECIFICALLY DESCRIBED ABOVE, AND DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. COSTAR LIABILITY, IF ANY, WILL NOT EXCEED THE PURCHASE PRICE PAID FOR ANY PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.