



Request for Return Merchandise Authorization Number

This is **ONLY** a request for an RMA #. Luxon does not accept **any** returned product without an RMA #!!!
All requests for return will be evaluated based on the Luxon Video's November 2010 Limited Warranty Policy. After this evaluation, if deemed by the Luxon Video RMA Department to be eligible for a return or repair, an RMA# and Authorization form will be sent via fax or email. If you are Security Dealer or End User you will need to have your local Luxon Video Distributor request an RMA #. All incomplete Request forms will be returned to the customer to be completed before the RMA can be authorized by Luxon staff.

**Complete and return this form to Luxon Video via fax at 208-356-0162
or via email to support@luxonvideo.com, attention RMA Department.**

Date:		Customer Address
Distribution Name:		(Where do you want the replacement or repaired product to be returned to.)
Distribution Account #:		Name:
Contact Name:		Address:
Contact Phone #:		City, State, Zip:
Contact Email:		
Contact Fax#:		

<u>Item Number</u>	<u>Item Serial #</u>	<u>Description of Problem / Reason for Return</u>	<u>Original Invoice or Original PO#</u>

Advanced Replacement

(Complete this section only if your return was purchased within the last 90 days.)

Luxon Video's Limited Warranty includes 90 Day New Replacement from date of shipment from the factory. After 90 days products will either be replaced with a working equivalent or will be repaired. If you are Requesting a Return Merchandise Authorization Number for a product that you have purchased within the last 90 days Luxon Video will send you an Advanced Replacement via ground shipment, however; a New PO# is required for all Advanced Replacements. The customer will be invoiced for the Advanced Replacement and a credit will be issued when the defective unit is returned to and tested by Luxon Video.

Please send Advanced Replacement **Advanced Replacement PO#** _____

I understand that an Advanced Replacement will be sent referencing the above PO# and that a credit will be issued to our Luxon Video Customer Account only after the defective unit is returned to Luxon and tested to show that it is in fact defective. _____

(Contact Signature)

Notes From Customer:

For Luxon Video Use Only

Request Received on: _____ By: _____ Request Authorized w/RMA # _____

RMA Form Faxed/Emailed to Distributor on: _____ Request Not Authorized Reason: _____

Customer Notified Via? _____



**LUXON VIDEO, INC.
LIMITED WARRANTY & RETURN POLICY**

NOVEMBER 2010

Luxon Video Inc. ("Luxon Video") will repair or replace, any merchandise found to be defective in material or workmanship from the date of shipment from Luxon Video for the following period of time:

<u>Product Category</u>	<u>Model/Series</u>	<u>Warranty Period</u>
Digital Video Recorders (DVR'S)	HVR, DVRH, DVRL, ST	3 Years * 1 Year Hard Drive* (3 year warranty valid only on DVR's connected to a battery backup. All warranties will be voided if tamper sticker is removed.)
Digital Video Recorders (DVR'S)	LIN, NVR	2 Years * 1 Year Hard Drive * (2 year warranty valid only on DVR's connected to a battery backup. All warranties will be voided if tamper sticker is removed.)
IP Cameras	IP Pro Series	1 Year *
Dome, Bullet & Box Cameras	Pro Series	3 Years* When purchased on or after 11/01/2009, 1 year if purchased before 11/01/2009 *
Dome & Bullet IR Cameras	IR Pro Series	3 Years* 2 Year Light Emitting Diodes (LED'S)*
Dome & Bullet Cameras	Value Line Series	1 Year *
PTZ & Zoom Cameras	ALL	2 Year * 1 Year Zoom & Mechanical Modules *
Box Camera Lenses	ALL	5 Years *
Monitors	ALL	2 Year *
UTP	ALL	3 Year *
Accessories	ALL	1 Year *
* Warranty includes 90 Day New Replacement from date of shipment from the factory. After 90 days, products will either be replaced with a working equivalent or will be repaired.		

All products returned to Luxon Video require a pre-approved Return Merchandise Authorization (RMA) number. Return Shipments without an RMA number marked clearly on the outer packaging will be refused. All product is to be returned in its original carton or a similar package affording an equal degree of protection and shipped freight prepaid to Luxon Video at 4774 S Highway 191, Suite # 1, Rexburg, ID 83440.

1. 90 Day Advanced Replacement: An RMA Number and a Purchase Order are required for all Advanced Replacement Warranty Product Replacements. Luxon Video will ship and invoice the Advanced Replacement via ground shipping prepaid to Purchaser. Purchaser will return the defective product, freight prepaid, and will be issued credit for the defective product only upon arrival of RMA shipment at Luxon Video, and after appropriate testing is done to ensure the Luxon Video Warranty has in no way been voided. No rush orders, (order with an expedited freight method), will be approved for Advanced Replacement unless Purchaser pays for all applicable freight charges.

2. Replacement: Purchaser will return the defective Product, freight prepaid, to Luxon Video. Upon receipt of the defective product Purchaser will be issued a working equivalent replacement for the defective product only after appropriate testing is done to ensure the Luxon Video Warranty has in no way been voided. No rush orders, (order with an expedited freight method), will be approved for Replacement unless Purchaser pays for all applicable freight charges.

3. Warranty Repairs: Purchaser will return the defective Product, freight prepaid, to Luxon Video. Luxon Video will return the repaired Product, freight prepaid, to Purchaser via ground shipping. No rush orders, (order with an expedited freight method), will be approved for Replacement unless Purchaser pays for all applicable freight charges.

4. Non-Warranty Repairs: After the applicable warranty period, purchaser will return the defective Product, freight prepaid, to Luxon Video. Purchaser must pay all labor and/or parts charges as well as return freight charges, and must issue a PO number to Luxon Video for such charges before repairs can be made.

5. Credit: An RMA Number is required for all credit returns. Non-defective items, if in original condition and packaging, can be returned within 90 days of purchase and will incur a 25% restocking fee. Non-defective items returned between 90 & 180 days from purchase date will incur a 35% restock fee. Items over 180 days from purchase date or discontinued items are not returnable for credit. All returns will be evaluated upon return and additional fees may be charged based on the condition of products and packaging. Freight costs are not included in any credit issued.

6. Stock Rotation: Two Stock Rotation credits per year will be allowed for non-defective product that has been purchased within 180 days. Stock Rotations will require an RMA Number and a pre-approved Purchase Order for \$1.00 for every \$1.00 to be returned without any restocking fees. If no Purchase Order is issued the Purchaser will incur a 25% restock fee for all non-defective items that were purchased within 90 days and a 35% restocking fee for all non-defective items purchased between 90 & 180 days. Product purchased later than 180 days or discontinued items do not qualify for Stock Rotation orders or credits. All returns will be evaluated upon return and additional fees may be charged based on the condition of products and packaging. Freight costs are not included in any credit issued.

7. Notification of Claims: Warranty Service: If Purchaser believes that the Product is defective in material or workmanship; a written notice (Email, Fax, ect...) with an explanation of the claim shall be given promptly by Purchaser to Luxon Video. All claims for warranty must be made within the warranty period. If after investigation Luxon Video determines that the reported problem is not covered by the warranty, Purchaser shall pay Luxon Video the cost of investigating the problem at its then prevailing per incident billable rate. No repair or replacement of any Product or part thereof shall extend the warranty period as to the entire Product.

8. Exceptions to Limited Warranty: Luxon Video shall have no liability or obligation to Purchaser with respect to any Product requiring service during the warranty period which is subjected to any of the following: abuse, improper use; negligence, accident, modification, failure of the end-user to follow the operation procedures outlined in the user's manual, failure of the end-user to follow the maintenance procedures in the service manual for the Product where a schedule is specified for replacement or maintenance or cleaning of certain parts (based on usage) and the end-user has failed to follow such schedule; attempted repair by non-qualified personnel; operation of the Product outside of the published environmental and electrical parameters, or if such Products original identification (trademark, serial number) markings have been defaced, altered, or removed. Luxon Video excludes used Products which have not been sold by Luxon Video to the Purchaser. Luxon Video also excludes from warranty coverage Products located outside of the United States, Canada, and Puerto Rico, and consumable items such as fuses and batteries.

9. Proof of Purchase: The Purchaser's dated bill of sale must be retained to establish warranty eligibility. Warranty period will be determined based on product serial number.

Disclaimer of Warranty: The above Luxon Video, Inc. Limited Warranty & Return Policy takes effect November 1, 2010. Luxon Video hereby disclaims and excludes any and all other warranties whether expressed or implied including, but not limited to any and all warranties of perceived performance, expectations, merchantability, or applicability to a specific purpose, need, or requirement. Additionally, Luxon Video hereby disclaims any representation or warranty that Luxon Video products are compatible with other products, components, or systems, regardless of whether or not Luxon Video is the seller.

Limitation on Liability: The liability of Luxon Video, if any and purchaser's sole and exclusive remedy for damages for any claim of any kind whatsoever, regardless of the legal theory and whether arising in tort or contract, shall not be greater than the actual purchase price of the product with respect to which such claim is made. In no event shall Luxon Video be liable to purchaser for any special, indirect, incidental, or consequential damages or labor costs of any kind including, but not limited to, compensation, reimbursement or damages on account of the loss of present or prospective profits or for any other reason whatsoever.