

## SAFARI VIDEO NETWORKS LIMITED WARRANTY

SAFARI Video Networks, a division of Library Video Company (“SAFARI”), warrants that SAFARI-branded hardware products, under normal use and service, shall be free from defects in materials and workmanship for a period of one (1) year from the date of shipment to the original purchaser (“Purchaser”) or the length of the initial term of Purchaser’s license agreement for such product, whichever period is shorter.

This warranty covers only SAFARI-branded hardware products and does not cover software and/or any products, components, and/or services provided by the Purchaser, installer, or any other third party, including, without limitation, any third party content, hardware, software and/or any other accessories used in connection with the SAFARI product. This warranty does not cover defects resulting from accidents, unauthorized alterations, modifications, attachments or repairs, failure to follow instructions, misuse, abuse, fire, excessive heat, flood, lightening or acts of God, nor does SAFARI warrant the product to be compatible with any particular equipment or system. This warranty shall be void if the warranty seal on the outer casing of the product is broken for any reason and/or the product is used or tampered with in a manner not described in the documentation provided with the product by SAFARI.

SAFARI’S sole obligation under this limited warranty is to the original Purchaser. If the product is found to be defective and returned to us within the warranty period, SAFARI’S obligation shall be limited to replacement or, at SAFARI’S discretion, repair of the defective product at no charge to the Purchaser. If the defective product is repaired, new or reconditioned parts may be used. If the defective product is replaced, a new or reconditioned unit of the same or similar design maybe provided. The repair or replacement shall be warranted under the terms of this warranty for the remainder of the original warranty period. SAFARI shall not be responsible for any self-created or third party content and/or data lost or corrupted due to any defect and/or any other hardware or software failure in connection with the product.

SAFARI will not accept any warranty claims without a return materials authorization number (RMA). Please visit SAFARI’s web site at

[www.SAFARIVideoNetworks.com](http://www.SAFARIVideoNetworks.com) for the required RMA number or contact a SAFARI sales representative at (800) 782-7230. When returning a defective product for warranty service, Purchaser must include the address, phone number, proof of purchase, RMA number, a description of the operating problem and complete identification of the product being returned (including serial number, if available).

All returns must be sent to SAFARI with shipping charges prepaid by Purchaser. We suggest that Purchaser retain the original packing material to return defective products for warranty service. If the original packaging is not available, contact SAFARI for shipping instructions. SAFARI will not be responsible for any loss or damages resulting from shipping a defective product to SAFARI for warranty service. Shipments arriving freight collect or without an RMA shall be subject to refusal. Return freight charges following repair of defective products under valid warranty shall be paid by SAFARI, shipping standard ground carrier. In the event repairs are found to be non-warranty, return freight costs shall be paid by Purchaser.

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