

Product Warranty and Returns

Warranty

Mezory will repair/replace any merchandise proved to be defective in material or workmanship for a period of one year after the date of purchase (free 1 year warranty, 5% of MSRP charge for 2 years warranty, and 15% of MSRP charge for 3 years warranty).

Service and Support

In case of any problem with the purchased product, the customer is advised to contact the technical support team before returning the product by emailing support@mezory.com. If Mezory's technical team determines the product is not working properly, a Return Merchandise Authorization (RMA) number will be issued. Mezory's technical team is available to help with any product via phone or email.

Limited Support

Support for digital video recorders (DVRs) is limited to only that device. Mezory is unable to assist in networking issues such as disabling firewalls, routing ports, and/or configuration of routers/modems.

Additional references to Frequently Asked Questions (FAQ), various user manuals, and guides for common third party networking equipment are available online, please visit www.mezory.com.

In case of returned DVR for all repairing purposes, all hard disk drives are subject to formatting and all data could be lost. It is recommended that all data is backed up to a secondary source prior to sending for repair.

Limitation of Liability

Mezory is not liable for damages or loss as a result of non-recommended use or application made to the products. Mezory'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 product shall not exceed the price paid by the customer to Mezory for that specific product. Mezory is not liable for any special, incidental, or consequential damages (including loss of use, loss of profit, and claims of third parties).

The limited warranty does not cover loss or damage that may occur as a result of:

- Improper return shipping, insufficient packaging, damaged contents, or lost packages
- Improper use or installation
- Inverted polarity or wrong voltage
- Cutting or splicing any cables

- Dropped equipment or intentional damage, use of an indoor camera outdoors, any misuse or tampering, and all other Customer Induced Damage (CID) not mentioned above will automatically void warranty
- Natural/environmental disaster, including storm or lightning surges
- Removal of serial numbers or quality seals voids the warranty

Extended Warranty

Warranty can be extended for an additional two years at the time of purchase. Ask your sales representative for details.

Advanced Replacements

Mezory will not issue an advanced replacement for a malfunctioning unit without the approval of an Advanced Replacement Agreement.

Return Merchandise Authorization (RMA)

- An RMA is valid for up to 30 days from the date of issue
- No merchandise may be returned without prior written authorization
- All returned merchandise must be accompanied by a copy of the Invoice and the RMA must be written visibly on the outside of the shipping carton
- Do not use the product's box as a shipping carton
- The product must include all manuals, software, and accessories inside the original packaging
- All returns must be shipped to the regional office that the Support Team will provide
- Method of return shipment shall be similar to the method by which the item was received by (i.e. if received by sea shipment it will return by sea as well)
- In event that a unit is unrepaired, Mezory will ship a replacement unit immediately after technical team's determination of the product's defectiveness, and Advanced Replacement Agreement has been submitted and approved
- If the returned product is tested and found to be in normal working condition without any defects found, a 15% charge fee will be deducted from the credit or item might be shipped back at buyer's expense
- RMA items will be repaired or replaced at Mezory discretion