



Limited Warranty

Netarus, LLC warrants the following stock HoistCam and accessories against defects in materials and workmanship under normal use for a period of 5 years from the date of purchase (“Warranty Period”). If Netarus determines that the unit's hardware is defective, Netarus will either repair the unit or replace the unit with either a new or rebuilt units, at its option. If the Warranty Period has expired or is otherwise not applicable (See scope of Limitation on Warranty below), we will return the unit to you. More information about this warranty can be found at www.netarus.com/techsupport. THE FOREGOING SETS FORTH NETARUS SOLE OBLIGATION AND YOUR EXCLUSIVE REMEDY IN THE EVENT OF ANY BREACH OF THIS LIMITED WARRANTY.

Return and Warranty Service Process

Please access and review the online help resources at www.netarus.com/techsupport before seeking warranty services. To return or obtain warranty service for any unit, you must first obtain a Return Merchandise Authorization (RMA) number from Customer Support Representative (CSR) at Netarus. Customer Support contact information can be found by visiting www.netarus.com/techsupport. RMA numbers expire thirty days from issuance. Netarus may attempt to troubleshoot a warranty-related problem prior to issuing an RMA number. Please be prepared to provide additional information upon request. Once an RMA number is obtained, you must ship your unit, freight prepaid, together with proof of purchase and all accessories, in either the original packaging or packaging affording an equal degree of protection, to the Netarus authorized distribution facility identified by the CSR. Failure to return any of the accessories could result in a delay and/or result in an invoice to you or credit to Netarus for the missing accessories.

IMPORTANT: When email for an RMA number, please provide the following information with your request: (a) model number, (b) serial number, (c) problem description, (d) date of purchase, (e) place of purchase (dealer or reseller), and (f) return shipping address (PO boxes are not accepted).

Scope of and Limitation of Warranty

The warranty on the unit is limited to the repair or replacement of defective units as described in the Limited Warranty section above. This warranty does not cover customer training or education, installation, set up adjustments, or signal reception problems. This warranty also does not cover any issue related to the services provided by your wireless provider (if applicable), including but not limited to service disruption, changes in service terms, changes in offerings, changes in format, or technical problems. This warranty does not cover damage due to acts of God, accident, misuse, abuse, negligence, modification of, or to any part of, your unit. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply or attempted repair by anyone other than a facility authorized by Netarus to service your unit. This warranty does not cover custom systems or consumables (such as fuses and batteries).