

## SECUVISION CCTV TERMS AND CONDITIONS AGREEMENT OF SALE

1. Any goods or services that are supplied by SECUVISION CCTV shall be on the basis of cash on delivery.
2. SECUVISION CCTV shall remain sole & absolute owner of all goods supplied until the customer has made full payment for all goods or whatsoever delivered by SECUVISION CCTV.
3. All payments are to be made to SECUVISION CCTV. We accept payment by Cash, EFTPOS, VISA and MASTERCARD (1% surcharge on VISA & MASTERCARD).
4. Any quotation issued by SecuVision CCTV is only valid for 30 days.
5. Prices quoted are ex.GST & Freight Cost, Prices & Specifications subjected to change without notice.
6. Delivery times cannot be guaranteed. 1~2 days for metropolitan area and may take more days for elsewhere depending on freight company. Please refer all freight's tracking enquiries from Freight Company.
7. Any discrepancy with deliveries must be notified in writing to SECUVISION CCTV within 5 working days. NO claims will be accepted outside the period of 5 working days.
8. Please choose all the products carefully. SECUVISION CCTV will not accept goods return for credit if you simply change your mind or make a wrong decision or your customer cancelled the job.
9. All goods returned for credit will not be accepted unless prior authorisation has been given by SECUVISION CCTV.
10. Except for the return of faulty or incorrectly supplied goods, 10% or more restocking charges will be applied to all goods returned for credit within 30 days of the invoiced date. Goods should be returned in original package under resell condition. In every case the original invoice number and date must be quoted. No cash refunds, your account will be credited in the system for your next purchase.
11. SECUVISION CCTV will not accept any credit claim after 30 days of delivery.

## WARRANTY

1. SECUVISION CCTV will NOT accept any returned product without a completed RMA (Return Merchandise Authorization) form. Please download RMA form from our website at [www.secuvisioncctv.com.au](http://www.secuvisioncctv.com.au)
2. Goods returned for warranty will not be accepted unless prior authorisation has been given by SECUVISION CCTV. Please contact SECUVISION CCTV for RMA (Return Merchandise Authorization) number prior sending goods.
3. SECUVISION CCTV warrants that the good supplied are free from defects caused by faulty manufacturing or faulty materials for a period of;
  - 2 years on all "SV" DVRs & NVRs (Including the hard drives installed in DVRs & NVRs)
  - 1 year on all other products
4. All warranties are back to SECUVISION CCTV for repair at the purchaser's expense.
5. A copy of invoice must accompany with warranty claims to provide starting date of the warranty period.
6. The cost of freight in returning goods will be the responsibility of the customer unless prior authorisation has been given by SECUVISION CCTV.
7. Warranty is subject to SECUVISION CCTV being satisfied that a defect was caused by defective workmanship or materials and was not caused by or was not substantially contributed to by other factors beyond our control, including (but not limited to) defective installation, maintenance, or repair; alterations or modifications of the product in a manner or excessive use or operating outside the parameters set by the manufacturer.
8. SECUVISION CCTV offers repair services on a best effort basis. This service is for products covered within the manufacturer's warranty. If a defect exists in a replacement part during the part's warranty period, at its option, SECUVISION CCTV will (1) repair or replace the part supplied by manufacturers, (2) send back to manufacturers for repair in cases where parts are not available at SECUVISION CCTV.
9. SECUVISION CCTV is not responsible for any technical support to the end users. SECUVISION CCTV will provide Technical support free of charge to the technician over the phone ONLY, within business hour (Mon – Fri 8.30am - 5pm). If an onsite service is required by the technician, a call out fee of \$120 +gst for the first 30 mins onsite will be apply, after which you will be charged an additional \$30 +gst for every 15mins past. This service will be limited within Metropolitan ONLY.
10. Warranty is not transferable. Warranty will void if warranty label is removed or goods are found physically damaged.

This terms and conditions agreement of sale and warranty are subject to change without notice.