



Limited Warranty

Odyssey Technologies, Inc. Limited Warranty

U.S., Canada, Latin America, and the Caribbean

WARRANTY COVERAGE

Odyssey's warranty obligations are limited to the terms set forth below:

Odyssey Technologies, Inc. ("Odyssey") warrants its products against defects in materials and workmanship for a limited time period from the date of original retail purchase as follows:

- PC-based DVRs (excluding DVR card): 3 years
- DVR cards: 2 years
- Standalone DVRs: 2 years
- IP cameras: 2 years
- Analog cameras: 1 year
- Accessories (e.g. camera power supplies): 1 year

If a defect exists, at its option Odyssey will (1) repair the product at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. A replacement product assumes the remaining warranty of the original product or 90 days, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Odyssey's property. When a refund is given, your product becomes Odyssey's property.

OBTAINING WARRANTY SERVICE

For Hardware Products. If you have purchased your product in the U. S. or Canada, deliver the product, at your expense, to any Odyssey Authorized Service Provider located in the U.S. or Canada. If you have purchased your product in Latin America or the Caribbean, deliver the product to any Odyssey Authorized Service Provider in the country where you purchased your product.

To locate an Odyssey Authorized Service Provider, call an Authorized Odyssey Reseller or visit our web site at <http://www.remoteeyes.com>. When you contact the Odyssey Authorized Service Provider, you will be asked to furnish your name, address, telephone number, and proof of the original purchase (receipt) containing a description of the product(s), purchase date, and the appropriate Odyssey serial number(s). In Latin America and the Caribbean you must have also obtained a warranty authorization form from your Authorized Reseller at the time of purchase to be eligible for warranty service.

Note: Before you deliver your product for warranty service, or, if applicable, make it available to a technician during on-site service, it is your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords. Data recovery is not included in the warranty service and Odyssey is not responsible for data that may be lost or damaged during transit or a repair.

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EXCLUSIONS AND LIMITATIONS

This Odyssey Limited Hardware Warranty applies only to hardware products manufactured by or for Odyssey that can be identified by the "Odyssey" trademark, trade name, or logo affixed to them. Odyssey's Limited Hardware Warranty does not apply to any non-Odyssey hardware products or any software, even if packaged or sold with Odyssey hardware. Non-Odyssey manufacturers, suppliers, or publishers may provide their own warranties.

Odyssey and its Authorized Service Providers are not liable for any damage to or loss of any programs, data, or other information stored on any media, or any non-Odyssey product or part not covered by this warranty. Recovery and reinstallation of system and application software and user data are not covered under this Odyssey Limited Hardware Warranty.

This warranty does not apply: (a) to damage caused by accident, abuse, misuse, misapplication, or non-Odyssey products; (b) to damage caused by service (including upgrades and expansions) performed by anyone who is not an Odyssey-Authorized Service Provider; (c) to a product or a part that has been modified without the written permission of Odyssey; or (d) if any Odyssey serial number has been removed or defaced.

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