

## Digital IDView (Compulan Center) Warranty Information

Skywalker will assist with all warranty claims within 30 days of purchase by our customer. Beyond 30 days the defect and subsequent RMA process must be handled directly with the vendor. See warranty and contact info below.

### **Warranty Policy**

COMPULAN CENTER Products are warranted to be free of defects in parts and workmanship at the time of purchase by the original owner. COMPULAN CENTER will not be liable for any breach arising out of any modification or attempted modification by distributors, dealers or end users. If this product is found to be defective, COMPULAN CENTER will repair the product at no charge to the original owner for a period of one year on "Economy" cameras and three years on all other cameras. A 90-day "over the counter exchange" for cameras is also available through participating distributor locations. Our standalone DVR, NVR are backed with a three year warranty, including the hard drive. The PC servers are backed with a one-year warranty (Eff. 10/01/16). A 90-day over the counter exchange is offered at participating distributors for Stand-Alone DVR/NVR.

COMPULAN CENTER will provide labor for the repair or replacement of parts for the above stated warranty period but are subject to the following conditions:  
Owner must provide verification of the date of purchase when requesting Limited Warranty Service (Dated Sales Receipt or Invoices required).

All repairs must be performed at a COMPULAN CENTER authorized Service Facility. All products to be serviced must be shipped to COMPULAN CENTER freight prepaid. COMPULAN CENTER will pay for return shipping to locations in the 48 contiguous United States of America only. Products shipped outside of the 48 contiguous states or outside the continental USA will be charged return shipping. The CompuLan Center reserves the right to substitute factory refurbished parts and/or factory refurbished product to finalize repairs, if needed.

For full warranty details please go to: <http://www.idview.com/IDVIEW/RMA/idview-rma.html> or consult owner's manual.

### **Contact Information:**

Digital IDView

12000 Ford Road, Suite 110

Dallas, TX 75234

Phone Number: 972-247-1203

Email: [www.idview.com](http://www.idview.com)

Website: <http://www.idview.com/IDVIEW-home.html>

### **Process for obtaining RMA**

We are pleased to announce a new way of completing RMA's. Dealers must call in and troubleshoot with IDView before returning equipment. When the dealer calls you will need to provide us with your address and phone number located on the account so that we may notate the troubleshooting has been completed. This allows us to assist you in getting your equipment in a much timelier manner. Thanks for your cooperation. If you have any questions or concerns please let us know.

