

PRODUCT WARRANTY

Lumenera Corporation warrants to the original purchaser that our cameras are guaranteed to be free from manufacturing defects for a period of one (1) year from the original date of purchase.

Should the unit fail during the warranty period, Lumenera will, at its option, repair or replace the failed unit. Repaired or replaced units will be covered under warranty for the remainder of the original one (1) year warranty period.

This warranty does not apply to units that, after being inspected by Lumenera, have been found to have failed due to customer abuse, accidents, mishandling, tampering/alteration, improper installation, improper power source, negligence, opening of the enclosure, or if the serial number has been removed or damaged. This warranty does not cover labor or incurred charges required in removing or installing the unit, any business interruption, loss of profits/revenues, or any consequential damages.

Units returned to Lumenera beyond the warranty period (products greater than one-year old) will be repaired, if possible, and all appropriate material and labor charges will apply. The repaired part will be covered under an additional 90-day warranty.

Any returning product, specifically those being returned under warranty, must follow the Returned Material Authorization (RMA) process. Units must be properly packaged, in original packing when possible. Lumenera will not cover damage sustained in shipping due to improper packaging.

All shipping charges incurred for the return of failed units are the customer's responsibility, including shipping, broker fees, duties and taxes. Once the unit is repaired or replaced, Lumenera will pay the shipping charges to return the unit back to the customer.

For RMA instructions, please refer to our website www.lumenera.com