

Lumens Warranty Policy

Jul 8th, 2020

1. Warranty Period

- 1.1 Lumens warrants its products to be free from defects in workmanship and materials for following period from Lumens shipping date.
 - 1.1.1 PS/DC/CL model : 60 months
 - 1.1.2 VC PTZ model : 60 months (applies for products purchased from July 1st, 2019)
 - 1.1.2.1 Exception : VC-B2U warranty period is 36 months.
 - 1.1.3 VS model : 36 months (applies for products purchased from April 1st, 2019)
 - 1.1.4 TS model : 36 months
 - 1.1.5 Accessories : 12 months
- 1.2 This warranty is intended for the original user only and is non-transferrable.
- 1.3 The warranty conditions may change according to different countries.
- 1.4 Should your product prove defective in workmanship or materials during the warranty period, the product may be returned for repair or replacement.

2. DOA - Dead on Arrival

- 2.1 Definition -- Product failed within 30 days from Lumens shipping date or failed within 30 days from end user purchased date, depends on which comes first.
- 2.2 Brand new unit will be provided since DOA is issued by Lumens.
- 2.3 Lumens will cover the round trip freight for DOA case.

3. RMA (Return Merchandise Authorization) Return

- 3.1 In warranty period
 - 3.1.1 Please contact Lumens service support or create a new case on Lumens CCF system.
 - 3.1.2 If Product is determined by Lumens service support that it may be defective, you will be given a RMA number and instructions for Product return.
 - 3.1.3 Lumens will repair the Product free of charge and return the repaired Product to Distributor at Lumens expense.
 - 3.1.4 No Product may be returned directly to Lumens without getting RMA number. Any unauthorized return, i.e. one for which an RMA number has not been issued, will be returned to you at your expense.
- 3.2 Out of warranty period
 - 3.2.1 Lumens will charge labor and parts cost for replacement base on the price listed on [Spare Parts List](#).

4. Exception for Warranty

Lumens is not responsible for warranty service if the product's serial number can't be provided or if the product fails to function properly as a result of misuse, abuse, accident, neglect, unusual physical or electrical stress, unauthorized modifications, tampering, alterations, or servicing provided by entities other than Lumens or its authorized agents.