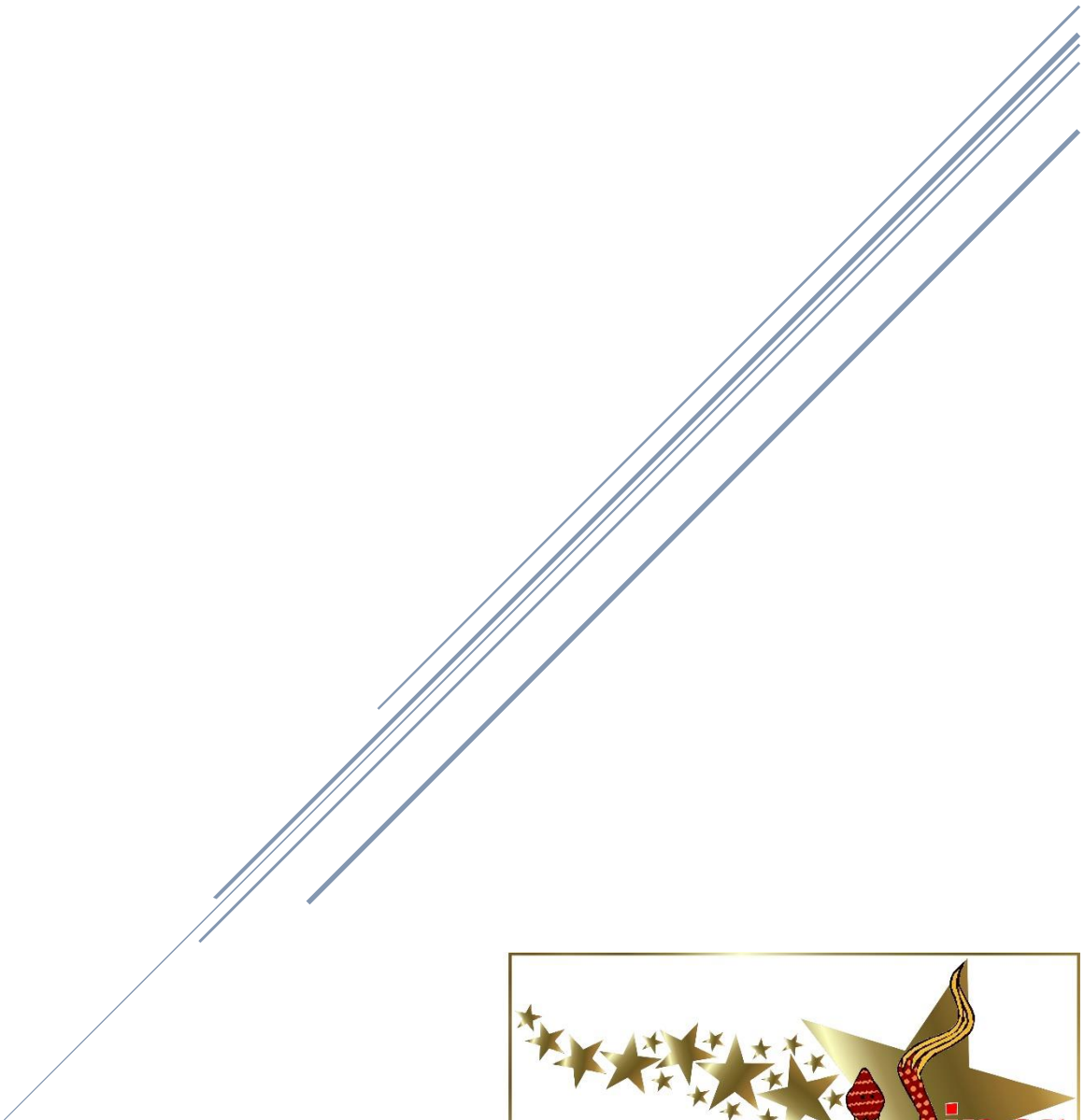


# YOUR WARRANTY

Viper VCAM Camera Systems



## Congratulations!

Your new Viper VCAM camera system is built with the highest quality components for years of enjoyment and productivity. Each system comes with a full parts and in-house labour warranty for the period of (1) ONE YEAR from the date purchased or installed.

We proudly provide support for the life of your equipment. This support is provided via email, phone, or SMS text messaging.

### What your Viper Warranty covers:

- ✓ **Return to depot hardware diagnosis and repair.**  
You are responsible for shipping costs to ship the equipment to us. We will cover the return shipping to get your equipment back to you.
- ✓ Cost of parts and labor to repair any component or assembly.
- ✓ Remote access service to diagnose or repair a communication issue.  
A Windows-based PC with TeamViewer software and internet connectivity is required to perform remote-access diagnostics.
- ✓ Guaranteed 7-day turnaround for all repairs.

### What your Warranty does not cover:

- ✓ **Onsite service calls to address warranty issues.**  
We can arrange an onsite visit, but you will be billed for mileage and service time, currently charged at \$70.00 per hour onsite, minimum 2 hours charged.
- ✓ Power Distribution Boxes that have been opened, tampering with the warranty seal.
- ✓ Shipping costs to return your equipment to us for repair
- ✓ Damage to the equipment, resulting from, but not limited to, any of the following:
  - Damaged cables, cable ends, or connectors. Defective cables will be replaced under the standard one-year warranty.
  - Lightning strike or electrical surge
  - Any physical or visual damage to the equipment
  - Batteries (for wireless mouse)

### Contact us!

Voice (office).....(306) 876-4961 (Monday through Friday only)

Voice (cell) .....(306) 621-6723 (Monday through Saturday only)

Email .....[info@vipertechgroup.com](mailto:info@vipertechgroup.com)

SMS text.....(306) 621-6723