

## **Product Standard Warranty**

### **Dear Customer:**

Thank you for purchasing and using the products provided by Visir Inc!

The products purchased from Visir Inc. and/or an authorized Visir distributor/dealer are covered by this Warranty.

### **1.0 Warranty Coverage**

We warrant that if the product FAILS TO PERFORM under REGULAR USE AND MAINTENANCE CONDITIONS due to material, craft, or manufacturing problems, we will provide you with warranty as specified herein during the warranty period.

"REGULAR USE AND MAINTENANCE CONDITIONS" means that the product is installed, used, maintained, stored, transported, etc. conforming to the instructions for use and the reasonably expected purpose or use. "FAILS TO PERFORM" means that the product does not perform the functions described in its standard performance parameters. We do not charge you for warranty service except as stated in advance or at your expense as required by law or by agreement.

### **2.0 Warranty Period**

We provide different warranties for different types and parts of products as set out below. The warranty period starts from the date of purchase as indicated on the invoice.

In order for the warranty to apply, and to claim under the warranty, you must present the original invoice received at the time of purchase of the product in question, to us when you wish to make your warranty claim.

Type	Warranty Contents	Warranty Period
Devices	Main body	2 years for cell phone type thermal cameras. 5 years for other types of products.
Accessory Component	Battery	1 years for cell phone type thermal cameras 2 years for other types of products
	Detector	10 Years

### 3.0 Exclusions

This Warranty does not extend to any product whose nameplate and SN barcode is defaced and blurred beyond recognition, or is altered without authorization of Visir Inc.

The following are not covered by the free warranty:

- (1) Defects that have been caused by any modification, disassembly, repair without the authorization of Visir Inc.
- (2) Defects that have been caused by wrongful use, incorrect installation, maintenance or storage of the product, or maladjustment of the product, or neglect.
- (3) Defects that have been caused by transportation, loading and unloading

during delivery for repair.

- (4) Defects that have been caused by accidental or human actions including but not limited to liquid intake, drop damage, input unsuitable voltage, etc.
- (5) Defects that have been caused by impact, fire, lightning, flooding, or other events of force majeure.

#### **4.0 Disclaimer and Indemnity**

- (1) There are no warranties which extend beyond the description above, and we make no other warranties, expressed or implied, regarding the product, its fitness for any particular purpose, their merchantability, or otherwise. We do not make and hereby expressly disclaims ant other representation, affirmation, promise, description, sample or warranty of any kind with respect to the product.
- (2) The sole remedy against Visir Inc and its partners and our sole liability under this Warranty shall be limited to the repair or replacement of the product, in our sole discretion. In no event shall Visir Inc and its partners be liable for the cost of procurement of substitute product by the customer, or any special, consequential or incidental damages for the breach of warranty even if we have been apprised to the likelihood of such damages occurring.
- (3) In any case (including when explicitly agreed through contracts and other forms), the maximum amount of compensation of Visir Inc and its partners for damages caused by its liability to the customer is not higher than the

purchase price charged by us from the customer for the product.

- (4) Visir Inc possesses the final right to interpret this Warranty and make necessary changes to all warranty information, product performance and policy specifications without notice to the customer.