



Returns & Warranty Policy

GENERAL TERMS AND CONDITIONS

The Australian Competition and Consumer Act (2010) (including the Australian Consumer Law) as well as other laws in Australia guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of products sold in Australia. In Australia, goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law. Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Competition and Consumer Act and other Australian laws. This Warranty gives you additional protection for your product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below.

STREAMAX AUSTRALIA 3 YEAR LIMITED MDVR WARRANTY

Streamax Australia MDVR units are warranted to be free from defects in materials or workmanship for three (3) years from the date of purchase. Within this period, we will, at our sole discretion, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to you for parts and/or labor, provided that you shall be responsible for any transportation charges. Replacement products may be new or refurbished at our discretion.

This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks, stains and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water (in excess of specifications), flood, fire, or other acts of nature or external causes; (iv) damage caused by service performed by anyone who is not authorized by Streamax Australia to do so; or (v) damage to a product that has been modified or altered without the prior written permission of Streamax Australia.

Repairs have a ninety (90) day warranty. If the unit sent in is still under its original warranty, then the new warranty will be the longer of ninety (90) days or the balance of the original three-year warranty.

STREAMAX AUSTRALIA 12 MONTH LIMITED CAMERA WARRANTY

Streamax Australia cameras are warranted to be free from defects in materials or workmanship for twelve (12) months from the date of purchase. Within this period, we will, at our sole discretion, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to you for parts and/or labour, provided that you shall be responsible for any transportation charges. Replacement products may be new or refurbished at our discretion.

This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks, stains and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water (in excess of specifications), flood, fire, or other acts of nature or external causes; (iv) damage caused by service performed by anyone who is not authorized by Streamax Australia to do so; or (v) damage to a product that has been modified or altered without the prior written permission of Streamax Australia.

Repairs have a ninety (90) day warranty. If the unit sent in is still under its original warranty, then the new warranty will be the longer of ninety (90) days or the balance of the original twelve-month warranty.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties express, implied, or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. Subject to applicable law, in no event shall our liability exceed the purchase price of the Hardware.

This limited warranty does not apply to any software that may be required to use Streamax Australia Products. All software is licensed pursuant to an End User License Agreement.

RETURNS

You may return to us any functioning Streamax Australia product you purchase from us within 30 days of purchase for a full refund (based on your method of payment). If you purchased a Streamax Australia product from a third party, such party will provide information about eligible returns. For all returns, including warranty returns, you must pack your Streamax Australia product in its original packaging and include all accessories and documentation. We reserve the right to charge for any damage to the Streamax Australia product, and missing part fees may apply.

Please contact Streamax Australia prior to returning any product to receive a return authorization form and RMA number. You will be responsible for, and pre-pay, all return shipping charges and shall assume all risk of loss or damage to product while in transit to us. We recommend that you use a traceable method of shipping for your protection. We will pay for shipping to return any product to you.

Once you have obtained the RMA number, please send us your purchased Streamax Australia product with the RMA number clearly marked on the outside of the package and on the shipping slip if you choose to use traceable carriers. Shipping fees for returns are your responsibility. Return shipping instructions and return address will be included in your RMA document provided by Streamax Australia.