

Standard Limited Warranty for Osprey Video Products

Osprey Video warrants its products against defects in material and workmanship under normal use for parts and labor as follows:

Parts and Labor: For twenty four (24) months from the date of purchase by an end-user from Osprey or from an Osprey Authorized Reseller or Authorized Dealer, a defective or inoperative Product will be repaired or replaced with a new or refurbished Product, as deemed necessary by Osprey. This repair or exchange will be done without charge to you except for transportation and shipping costs. After twenty four (24) months, you will be responsible for all parts and labor charges for repair or replacement. The Product, including any replacement Product, is covered only for the original warranty period. When the warranty on the original Product expires, the warranty on the replacement Product also expires.

This warranty does not cover labor charges for installation and setup of the Product; installation, performance of, or repair of audio/video cabling, telephone line, or accessory attachments used in accessory ports outside of the Product; Product malfunctions due to misuse or abuse, accident, lightning damage, unauthorized repair or modification, acts of God, or other causes outside the control of Osprey; incidental or consequential damages resulting from use of the Product; reception or transmission problems caused by signal conditions, telephone line, or cable or antenna systems outside of the Product; and modification or adaptation of a Product to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized. This warranty is invalid if the factory-applied warranty seal or serial number has been altered or removed from the Product.

Return Material Authorization: End-user customers located within the continental United States may obtain warranty service by contacting

Osprey Support and requesting a Return Material Authorization (located at www.ospreyvideo.com) in accordance with Osprey's current RMA policy. If your Product is determined to be defective and covered under the Osprey warranty policy, then an RMA Number will be issued. Proof of purchase may be required.

International end-user customers must contact their Reseller to request an RMA.

RMA shipping instructions: Pack the unit in the original shipping container, or other packaging appropriate to ensure safe shipment, according to the RMA policy in order to prevent voiding the warranty due to additional damage or abuse.

Your Product will be repaired or replaced (as deemed necessary by Osprey) with a new or refurbished Product and returned to you via prepaid transportation. During the warranty period, you are responsible only for shipping costs to return the Product. After the warranty period expires, you are responsible for labor, materials, and shipping costs.

PRODUCT REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY FOR A MALFUNCTIONING OR DEFECTIVE PRODUCT. OSPREY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT OR ARISING OUT OF THE USE OR INABILITY TO USE THIS PRODUCT. UNDER NO CIRCUMSTANCES SHALL OSPREY'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE FIRST YEAR AFTER PURCHASE OF THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANT GIVES YOU SPECIFIC LEGAL

RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.