

Vuequest - provides a 15-day return policy on BigShot-HD USB PTZ cameras, BigShot-HD Bodycams and BigShot-HD Surveillance cameras along with a 15 day return on most other products sold by VueQuest. Contact your VueQuest Account Manager for confirmation on any returns and allowances including an RMA (Return Merchandise Authorization), ship to address and confirmation of the return.

1. Restrictions on Returns.

- ✓ Defective Product Returns. Customer can return BigShot-HD USB PTZ cameras, BigShot-HD Bodycams and BigShot-HD Surveillance cameras to VueQuest within fifteen (15) days of the invoice date and receive, at VueQuest's option, credit, replacement, exchange, or repair. After fifteen (15) days, only the manufacturer warranty applies.
- ✓ Repair-Only Returns. Certain Products can only be returned for repair—not for exchange, replacement or credit—based on current VueQuest requirements.
 - Restrictions - Certain Products cannot be returned to VueQuest for any reason—without exception—and Customer must contact VueQuest . Products that are specially ordered may be non-returnable. More information may be provided by the VueQuest Support group.

2. Shipment of Returned Merchandise from Customer location to VueQuest.

- ✓ A Return Merchandise Authorization (RMA) Number is required. Returns will not be accepted by VueQuest unless accompanied by a unique RMA number. Customer may obtain by providing the following information to VueQuest in an email containing full customer contact information including: customer name, address, phone number, applicable invoice number or Reseller the product was purchased through, product serial number, and details of Customer's issue with the product. Customer has five (5) days to return a Product after the applicable RMA is issued.
- ✓ Products that are returned to VueQuest must be complete including all original boxes, packing materials, manuals, blank warranty cards, and other accessories provided by VueQuest. VueQuest reserves the right to refuse the return of incomplete Products and will charge a minimum of twenty percent (20%) restocking fee for returns VueQuest elects to accept in lieu of the incomplete packaging.
- ✓ Customer is responsible for the cost of shipping returned items; VueQuest is responsible for the cost of shipping replacements or exchanges of returned items. Customer is strongly advised to purchase full insurance to cover loss and damage in transit for shipments of returned items.

3. Damaged Merchandise during shipping.

- ✓ Refusal/Receipt of Damaged Products. If a package containing items purchased from VueQuest is damaged, Customer should not accept delivery from the carrier and contact VueQuest immediately so we can file a claim with the carrier and provide assistance to the Customer.

4. Credits

Any credit issued by VueQuest to the Customer under this return policy must be used within one (1) year from the date that the credit was issued and can only be used for future purchases of Product and/or Services. Any credit or Partial or remaining credit not used within the one (1) year period will automatically expire.