



DVR TECHNOLOGY DEVELOPMENTS LLC WARRANTY AND SERVICE

DVR Technology Developments, LLC. and the Striatech brand warrant each and every product they offer and these products are backed by a limited warranty from the date of proof of purchase and to the original purchaser only. These limited warranties are non-transferable. Under no circumstances will DVR Technology Developments be liable for incidental, special, indirect, and consequential damages or expenses, including loss of profits, income, revenue, or loss of operations. It is the responsibility of the user to understand basic equipment settings and procedures and to properly maintain the equipment in accordance with the standards provided by DVR Technology Developments. In all cases, the warranty value is limited to the full replacement value of the product or a like product (if the product is no longer available for any reason).

INSPECTION: Buyer shall inspect all goods within thirty (30) days of receiving product confirming product and all parts are in good working condition and accounted for.

WARRANTY: DVR Technology Developments LLC. will repair or replace, at its expense and option, a Striatech product which under normal use and intended operation, has proven to be defective in workmanship or material. DVR Technology Developments will be granted a reasonable opportunity to verify the alleged defect by inspection and/or testing. In the event the item/part is determined to be damaged due to lack of maintenance, cleaning or misuse/abuse/neglect, the customer will be responsible for the cost to replace the item/part, plus all related shipping charges.

LIMITATIONS OF THIS WARRANTY: DVR TECHNOLOGY DEVELOPMENTS LIMITS ALL IMPLIED WARRANTIES TO THE PERIOD OF THE LIMITED WARRANTY FOR EACH PRODUCT. EXCEPT AS HEREIN STATED, ANY IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE ARE EXCLUDED. DVR TECHNOLOGY DEVELOPMENTS SHALL, IN NO EVENT, BE LIABLE FOR DEATH, INJURIES TO PERSONS OR PROPERTY, OR FOR INCIDENTAL, CONTINGENT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF OUR PRODUCTS.

DVR Technology Developments will not be responsible for any asserted defect, which has resulted from natural disasters, acts of terrorism, a lack of proper maintenance, normal wear and tear, misuse, abuse/neglect, power surges or excess voltage fluctuation, or use in a manner or with material not consistent with proper use, repair, or alteration made by anyone other than an authorized service facility or representative.

Parts under warranty are shipped at DVR Technology Developments' cost either by common carrier, FEDEX ground service or a similar method. Technical support to install replacement parts is primarily provided by phone (+1 727 202-9932), e-mail (help@striatech.com) or our website (www.striatech.com). The labor required to install replacement parts is the responsibility of the user.

DVR Technology Developments is not responsible for damage or loss caused by a freight company or other circumstances not in our control. All claims for loss or damaged goods must be made to DVR Technology Developments within twenty-four hours of delivery or expected delivery (in the case of a product lost in transit). Under these Limited Warranties, the sole liability of DVR Technology Developments is limited to repair, or at its option, replacement of the applicable product or part not in conformity with these Limited Warranties.

REFUNDS ARE NOT AVAILABLE. If within the warranty period, identical materials are unavailable at the time of repair or replacement, IN NO EVENT SHALL DVR TECHNOLOGY DEVELOPMENTS' RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT VALUE. DVR TECHNOLOGY DEVELOPMENTS RESERVES THE RIGHT TO USE REFURBISHED PARTS.

This warranty is DVR Technology's sole warranty whether written or verbal, whether expressed or implied by law, trade, custom, or otherwise, whether of merchantability, fitness for purpose, or otherwise, except for remedies available to customers under the Consumer Guarantees Act or other legislation.

CONDITIONS: Prior warranty registration is not required but advised [via register warranty](#) - Striatech (striatech.com); however, documented proof of purchase (sales receipt/invoice showing date, location, product description and SKU number, and the purchase price paid) must be provided at the time of claim.

Warranty Repairs: DVR Technology Development pays for shipping to/from and the customer provides their own shipping container if repairs are covered under warranty. Any machines returned to our facility must be returned with the packaging in the same manner in which it was received. If a part is being returned it must have adequate packaging to ensure no damage is received during shipping.

Billable Repairs: If the product isn't covered under warranty then the repair rate is \$60 per hour. The customer pays for shipping to/from our facility and provides their own shipping container. The customer is responsible for its shipping condition at the time of product arrival. Consumables are defined as expendable parts or accessories (such as bearings) expected to become inoperable within a reasonable amount of time and use and are covered by a 30-day limited warranty against manufacturer's defects.

CUSTOMERS OUTSIDE OF THE U.S.: Our Striatech Distributors and agents will issue their warranty to cover this product. Terms may vary from those stated above; please check with your dealer. In North America, the warranty covers Continental USA only. For Alaska, Hawaii, and other areas outside of the continental US, the warranty covers the replacement of parts only (excludes bearings and consumables) and excludes transportation costs.

TO FILE A CLAIM: Contact CUSTOMER SERVICE via Support - Striatech (striatech.com) or via e-mail at help@striatech.com with a full description of the claim including pictures/videos. **All claims must include the original receipt, the product serial number, and must be filed within the warranty period.**

DVR Technology Developments reserves the right to require defective parts to be returned upon request and for the customer to make arrangements in advance with DVR Technology Developments in order to schedule the transportation of the parts and/or equipment. A **RETURN AUTHORIZATION (RA)** form will be sent to you via email once you have submitted all required claim documentation. Items shipped to DVR Technology Developments without prior scheduling and a **RETURN AUTHORIZATION (RA)** form will be refused at the shippers' expense. Issuing a RA number is for referencing materials and issues, it does NOT indicate warranty acceptance/conformity. If the retailer from which you purchased the product is not able to service your product, contact DVR Technology Developments. Our policy is one of continuous improvement and we are always adding new products. We, therefore, reserve the right to change specification/design without notice. For complete, up-to-date product information, see your distributor or visit [Home - Striatech \(striatech.com\)](#).