

Pro-Vision Solutions, LLC

8625-B Byron Commerce Dr. SW
Byron Center, MI 49315 USA
616.583.1520



www.provisionusa.com

60 MONTH LIMITED WARRANTY (U.S. and Canada)

PRO-VISION® Products

This warranty applies only to a PRO-VISION® product (excluding BODYCAM® brand products) originally purchased from PRO-VISION, Inc. (the “company”) after September 1st, 2020, that is sold to and shipped to an original end user customer located in the United States or Canada, which product is used and operated solely within the United States or Canada (a “covered PRO-VISION® product”). For all other PRO-VISION® products, only the warranty in effect at the time the product was originally purchased from the company applies.

The company warrants that should any covered PRO-VISION® product, under normal use and conditions, be proven defective in material or workmanship within 60 months after the date of original purchase of the product from the company (lifetime on video cables, lifetime on sd cards, and 12 months on batteries, solid state drives, the Touchless IR Thermometer, and Drive Recorder model DR-200) such defect(s) will be repaired by the company or the product replaced by the company with new or reconditioned product (at the company’s option) without charge for parts or repair labor by the company. The repaired or replaced product will be returned by the company freight pre-paid via “ground” service.

To obtain repair or replacement within the terms of this warranty, the covered PRO-VISION® product must be delivered, transportation pre-paid by the warranty claimant, to the company’s main office shown above, with written proof of warranty coverage (e.g.: company dated bill of sale, company approved dated bill of sale or company approved Vehicle In-Service Document), serial number on product and written specification of defect(s). In addition, a Return Merchandise Authorization Number (RMA number) must be clearly marked on the exterior of the shipping container. A RMA number may be obtained by calling 800.576.1126. Failure to obtain a RMA number and to clearly mark that number on the exterior of the shipping container may cause your shipment to be refused by the company. In the event written proof of warranty coverage is not provided to company by claimant, warranty coverage will be determined by the company, in its sole discretion, based on the product’s serial number.

This warranty does not apply to any product or part thereof which, in the opinion of the company, has been damaged through alteration, improper installation, mishandling, misuse, neglect, or accident. Opening the housing of any product will void the warranty. Missing or illegible serial number will void the warranty. If a product is sent to the company for warranty evaluation without sufficient packing for product protection during shipping, warranty will be void. The extent of the company’s liability under this warranty is limited to the repair or replacement provided above, and, in no event, shall the company’s liability exceed the original purchase price paid to the company for the product. No technical support will be provided, and no warranty claims will be valid or provided under this warranty, for any product unless: (a) the company has received full payment for such product and (b) claimant is not in default of any of its obligations to the company regarding any PRO-VISION® product or company service.

This warranty is in lieu of all other express or implied warranties or liabilities. EXCEPT AS SPECIFIED IN THIS WARRANTY, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, SATISFACTORY QUALITY, NON-INTERFERENCE, ACCURACY OF INFORMATIONAL CONTENT, OR ARISING FROM A COURSE OF DEALING, LAW, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW AND ARE EXPRESSLY DISCLAIMED BY THE COMPANY. TO THE EXTENT AN IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD. This disclaimer and exclusion shall apply even if the express warranty set forth above fails of its essential purpose. Any action for breach of this warranty must be filed within a period of 90 days after the date any claim for such breach first accrues. In no case shall the company be liable for any consequential or incidental damages for breach of any warranty. No person or representative is authorized to assume for the company any liability other than that expressed herein in connection with any product.

The company may modify these terms and conditions at any time by either providing any affected party with written notice or posting such revised terms on www.provisionusa.com. Such revised terms shall become effective 30 days after the date of such written notice or posting. For the limited warranty on BODYCAM® brand products please visit www.provisionusa.com,

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

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12 MONTH LIMITED WARRANTY (Outside U.S. and Canada)

PRO-VISION® Products

This warranty applies to a PRO-VISION® product (excluding BODYCAM® brand products) originally purchased from PRO-VISION, Inc. (the “company”) after September 1st, 2020, that is sold to or shipped to an original end user customer located outside of the United States or Canada, or which product is used or operated outside of the United States or Canada (a “warranted PRO-VISION® product”). For all other PRO-VISION® products, only the warranty in effect at the time the product was originally purchased from the company applies.

The company warrants that should any warranted PRO-VISION® product, under normal use and conditions, be proven defective in material or workmanship within 12 months after the date of original purchase of the product from the company, such defect(s) will be repaired by the company or the product replaced by the company with new or reconditioned product (at the company’s option) without charge for parts or repair labor by the company. The repaired or replaced product will be returned by the company freight pre-paid via “ground” service.

To obtain repair or replacement within the terms of this warranty, the warranted PRO-VISION® product must be delivered, transportation pre-paid by the warranty claimant, to the company’s main office shown above, with written proof of warranty coverage (e.g.: company dated bill of sale, company approved dated bill of sale or company approved Vehicle In-Service Document), serial number on product and written specification of defect(s). In addition, a Return Merchandise Authorization Number (RMA number) must be clearly marked on the exterior of the shipping container. A RMA number may be obtained by calling 800.576.1126. Failure to obtain a RMA number and to clearly mark that number on the exterior of the shipping container may cause your shipment to be refused by the company. In the event written proof of warranty coverage is not provided to company by claimant, warranty coverage will be determined by the company, in its sole discretion, based on the product’s serial number.

This warranty does not apply to any product or part thereof which, in the opinion of the company, has been damaged through alteration, improper installation, mishandling, misuse, neglect, or accident. Opening the housing of any product will void the warranty. Missing or illegible serial number will void the warranty. If a product is sent to the company for warranty evaluation without sufficient packing for product protection during shipping, warranty will be void. The extent of the company’s liability under this warranty is limited to the repair or replacement provided above, and, in no event, shall the company’s liability exceed the original purchase price paid to the company for the product. No technical support will be provided, and no warranty claims will be valid or provided under this warranty, for any product unless: (a) the company has received full payment for such product and (b) claimant is not in default of any of its obligations to the company regarding any PRO-VISION® product or company service.

This warranty is in lieu of all other express or implied warranties or liabilities. EXCEPT AS SPECIFIED IN THIS WARRANTY, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, SATISFACTORY QUALITY, NON-INTERFERENCE, ACCURACY OF INFORMATIONAL CONTENT, OR ARISING FROM A COURSE OF DEALING, LAW, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE EXTENT ALLOWED BY APPLICABLE LAW AND ARE EXPRESSLY DISCLAIMED BY THE COMPANY. TO THE EXTENT AN IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD. This disclaimer and exclusion shall apply even if the express warranty set forth above fails of its essential purpose. Any action for breach of this warranty must be filed within a period of 90 days after the date any claim for such breach first accrues. In no case shall the company be liable for any consequential or incidental damages for breach of any warranty. No person or representative is authorized to assume for the company any liability other than that expressed herein in connection with any product.

The company may modify these terms and conditions at any time by either providing any affected party with written notice or posting such revised terms on www.provisionusa.com. Such revised terms shall become effective 30 days after the date of such written notice or posting. For the limited warranty on BODYCAM® brand products please visit www.provisionusa.com.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

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