



PTZOPTICS.COM



HuddleCamHD™

HUDDLECAMHD.COM

# International Hardware Warranty

*Applicable to all PTZOptics and HuddleCamHD equipment purchased outside of the United States of America on or after 1/1/2020*

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## Overview

PTZOptics and HuddleCamHD provide a limited parts & labor warranty for all directly manufactured products. Product warranty lengths are detailed in the tables on the following page.

PTZOptics and HuddleCamHD guarantee their manufactured products against any material or quality defects for the specified duration starting from the purchase date to the original "end-user" customer. PTZOptics and HuddleCamHD manufacture their products from parts and components that are new or equivalent to new, following industry standard practices.

The warranty is valid only if PTZOptics, HuddleCamHD, or one of their authorized distributors receives proper notice of such defects during the below-mentioned period.

*PTZOptics and HuddleCamHD have completed extensive research to ensure that warranty coverage and limitations do not infringe on laws and regulations present within our distribution network. We are committed to staying up-to-date on global safety, quality, and consumer protections, ensuring you receive the best product and aftercare possible. If you believe any statements, comments, or regulations below infringe on your consumer rights, please contact [warranty@ptzoptics.com](mailto:warranty@ptzoptics.com) or [warranty@huddlecamed.com](mailto:warranty@huddlecamed.com) with the warranty material in question.*

## Warranty Periods



Product Class	Warranty Period
Camera Mount(s)	10 Years
Wired PTZ Camera(s) for Indoor Use	5 Years
Wired Box Camera(s) for Indoor Use	5 Years
Wired Webcam(s) for Indoor Use	5 Years
Joystick Controller(s)	2 Years



Product Class	Warranty Period
Camera Mount(s)	10 Years
HuddleCamHD Pro & HC-WEBCAM Series	5 Years
HuddleCamHD Auto-Tracking & Auto-Framing Camera(s)	3 Years
HuddleCamHD USB PTZ Camera(s)	2 Years
Joystick Controller(s)	2 Years

## Exclusions

The above warranty terms do not apply to complications resulting from improper or inadequate maintenance by the customer, unauthorized modifications or misuse, mishandling, operation outside the standard environmental specifications for the product, use of an incorrect, modified, or extended power supply, or improper site operation and maintenance. *Please refer to the applicable user manual for an inclusive list of your product's accepted powering methods and voltage.*

Warranty coverage is also no longer valid under circumstances where products are disassembled by unauthorized PTZOptics / HuddleCamHD personnel, used with firmware not issued by PTZOptics / HuddleCamHD, physical damage or misuse, and accidental damages.

PTZOptics and HuddleCamHD also retain the right to revoke warranty coverage at any point if warranty exclusions are not communicated before returning any products.

PTZOptics and HuddleCamHD also reserve the right to withdraw warranty coverage based on a lack of sufficient evidence noted in the invoice associated with the purchase.

## PTZOptics and HuddleCamHD Technical Support

Our Support Technicians are available within our standard business hours for questions relating to product troubleshooting.

*Standard office hours for the Technical Support Department are*

*Monday through Thursday from 8 am to 6 pm EST / EDT and Friday from 8 am to 4 pm EST / EDT*

*Please note that any questions related to returns, product failures, product availability, or product compatibility should be directed to your preferred distributor or reseller.*

Any PTZOptics and HuddleCamHD customer may contact our Technical Support Department by using one of the following resources:

### PTZOptics Support

- Email Support: [support@ptzoptics.com](mailto:support@ptzoptics.com)
- Submit a Ticket: <https://community.ptzoptics.com/s/>
- Chat with Support: <https://community.ptzoptics.com/s/>

### HuddleCamHD Support

- Email Support: [support@huddlecams.com](mailto:support@huddlecams.com)
- Submit a Ticket: <https://community.huddlecams.com/s/>
- Chat with Support: <https://community.huddlecams.com/s/>

PTZOptics and HuddleCamHD Toll-Free Phone Numbers <i>International call fees may apply</i>	
Serviceable Country	Toll-Free Number
American Samoa, Anguilla, Antigua & Barbuda, The Bahamas, Barbados, Bermuda, The British Virgin Islands, Canada, The Cayman Islands, Dominica, The Dominican Republic, Grenada, Guam, Jamaica, Montserrat, Northern Mariana Islands, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Sint Maarten, Trinidad and Tobago, Turks & Caicos	(833) 888 9706
France	08 05 08 03 83
Germany	08001 821221
Italy	(800) 142 812
Netherlands	(0800) 636 6726
Spain	(900) 861 768
United Kingdom	(0808) 196 7677

## Return Merchandise Authorization (RMA) Procedure

PTZOptics and HuddlecamHD understand the complexities that may arise when returning products internationally. For this reason, we have partnered with our distributors and resellers to make this process smoother.

If it is determined that a return merchandise authorization (RMA) is required for your product(s), please contact your distributor or reseller directly to begin the process.

A Direct Return must be initiated if your direct distributor or reseller is no longer active and an RMA is still needed. Please refer to the '[Direct RMA](#)' section below for further information.

## Frequently Asked Questions Concerning the PTZOptics and HuddleCamHD International Warranty Policies

For any questions not addressed in the following points, please contact either [warranty@ptzoptics.com](mailto:warranty@ptzoptics.com) or [warranty@huddlecamhd.com](mailto:warranty@huddlecamhd.com).

### **Q: How does the warranty apply for a product repaired or replaced under warranty?**

A: For any units that have been repaired or replaced while the original warranty is still in effect, the warranty applicable to the new unit will continue the previous warranty. *For example, if a PTZOptics PT20X-4K-GY-G3 was purchased in July of 2022 and was replaced under warranty in September of 2024, the warranty of the replacement camera would be valid until July of 2027.*

### **Q: How does the warranty apply for a product repaired outside its warranty period?**

A: For any products that are repaired outside of their warranty coverage, there will be a limited 90-day warranty applicable to the product. This limited warranty will *only* apply to the repairs completed on the product.

### **Q: Do PTZOptics and HuddleCamHD offer extended warranties?**

A: Currently, neither PTZOptics nor HuddleCamHD offers or honors extended warranties. If you have purchased an extended warranty, please contact the company from which you have purchased it directly.

### **Q: Are there any authorized repair centers in my country?**

A: As of March 2024, our center in Downingtown, PA, in the United States of America, is the only authorized repair center. All direct returns and non-warranty repairs must be brought back through this location. Please contact your direct distributor or reseller, as they may have options that will lead to a quicker turnaround time for you.

### **Q: How long can I expect the RMA process to take?**

A: An RMA's turnaround time depends on who it is returned to. If you can send the product(s) directly to your distributor or reseller, the turnaround time will depend on their shipping and processing times. If you need to send the product(s) back directly to us, the average turnaround time for an international RMA (with shipping time included) is about two weeks. Please note that these estimated timeframes will vary depending on your location.

### **Q: Can I return my products for a refund to PTZOptics or HuddleCamHD directly?**

A: PTZOptics and HuddleCamHD can only establish credit or monetary refunds for products returning from a company under our credit terms. Any credit or financial

compensation through your distributor or reseller is at their discretion per their refund and warranty guidelines.

**Q: Are rental or short-term loan products available through your company? What about advanced replacements?**

A: PTZOptics and HuddleCamHD do not offer any rental or short-term loan programs. In addition, direct advanced replacements are not available for international products. If an advanced replacement or short-term loaner product is required, please contact your reseller or distributor, as they may assist you with alternative options.

## Direct Returns

The following information directly relates to the return process for products that cannot be returned through a distributor or reseller and must be sent to PTZOptics or HuddleCamHD directly from an end user. If you are able to initiate an RMA and return your product(s) directly to your distributor or reseller, please do not follow the below instructions.

PTZOptics / HuddleCamHD will test, repair, or replace product(s) without charge if they are still within their warranty period. For any products(s) out of warranty, PTZOptics / HuddleCamHD will assess and repair the product(s) for a fee outlined in the following sections. The product(s) will be considered out-of-warranty if:

The equipment has been damaged by negligence, accident, an act of God, mishandling, used with the incorrect, modified, or extended power supply or has not been operated following the procedures described in the operating and technical instructions, or the equipment has been altered or repaired by those other than a PTZOptics or HuddleCamHD authorized service representative or adaptations or accessories other than those manufactured or provided by PTZOptics / HuddleCamHD have been made or attached to the equipment, which in the determination of PTZOptics and HuddleCamHD, shall have affected the performance, safety or reliability of the equipment; or the equipment's original serial number has been modified or removed.

Please refer to the [Non-Warranty Repair Terms](#) section below for further information about non-warranty return procedures.

## Direct Return Material Authorization (RMA) Procedure

All units must be deemed defective to gain authorization for a direct RMA by either a PTZOptics / HuddleCamHD Technical Support or Returns Department member.

To gain authorization, please contact support using one of the listed methods in the '[PTZOptics and HuddleCamHD Technical Support](#)' section. Please note that adequate troubleshooting is required before RMA authorization.

*Any RMA set up directly with PTZOptics or HuddleCamHD is subject to the end-user paying for all shipping and handling costs associated with returning the defective unit. Please refer to the '[Shipping and Handling](#)' section for further information.*

PTZOptics / HuddleCamHD does not hold responsibility for the loss of any personal items, including but not limited to mounting hardware, cases, enclosures, or other accessories



that may not be returned if included with a service item. Please avoid sending back any of these items.

## Direct Return Material Authorization (RMA) Number

Once a Support or Returns Department member has authorized an RMA, you will receive a link to an online form requiring the following information. Please complete all categories within the form to the best of your ability, and note that the Returns Department will contact you with any further questions or if clarification is needed.

- Full Name
- Company (If Applicable)
- Email Address and Phone Number
- Complete Shipping Address
- Model or SKU of the Unit(s) and Serial Number(s)
- Detailed Description of the Defects Associated with the Returning Item(s)

You will also be required to send a copy of the invoice associated with the purchase to [returns@ptzoptics.com](mailto:returns@ptzoptics.com). Please provide an invoice that notes the serial number of the unit it is associated with.

If you have any additional videos, pictures, or other supporting materials for your return, please email those to [returns@ptzoptics.com](mailto:returns@ptzoptics.com) as well.

## Discontinued Product

If an RMA is raised for a product that has been discontinued or if there is no available stock of the product in question, the Returns Department will contact the customer before setting up any applicable paperwork to discuss alternative resolutions.

All resolutions and offerings are at the discretion of the returns manager on a case-by-case basis.

***Please note that discontinued products no longer covered under their warranty may not have any applicable resolutions.***

## Shipping and Handling

PTZOptics / HuddleCamHD will provide a prepaid ground shipping return label for any defective product(s) returned to us within 60 days of initial purchase, as noted on the invoice.

Outside of the initial 60 days, PTZOptics / HuddleCamHD will not pay for any inbound shipping fees. Inbound shipping fees include shipping and freight charges, tariffs, delay or holding fees, taxes, duties, port charges, destination charges, and documentation charges.

Once your RMA paperwork has been completed, you will be provided with various importation and supporting documents to decrease fees as much as possible. **Failure to follow the procedures outlined in these documents and any correspondence with the Returns Department may result in additional costs, delays, or outright refusal of your return.**

PTZOptics / HuddleCamHD will pay for the outbound shipping, transportation, and all additional fees for all returned items under warranty but will not assume responsibility for loss or damage by the outbound freight carrier. For any items that are returned outside of their warranty, the end-user will be responsible for all charges, including but not limited to shipping charges, fees, and import tariffs.

If the return shipment appears damaged, please collect photographic evidence immediately. Pictures should include, but not be limited to, a picture of the shipping label and the damages sustained. Remember to retain the original boxes, packing material, and all other associated documentation. **You must contact the carrier directly as soon as possible.**

## Direct Return Frequently Asked Questions

Please refer to the below points for frequently asked questions concerning the PTZOptics and HuddleCamHD warranty statement and international policies. For any questions not addressed in the following points, please contact either [warranty@ptzoptics.com](mailto:warranty@ptzoptics.com) or [warranty@huddlecams.com](mailto:warranty@huddlecams.com).

**Q: How long is my RMA valid if shipping back direct? What if I'm unable to return it within the time allotted?**

A: Our standard timeframe for RMAs to be open is 21 consecutive days from the date the paperwork is completed. If you need additional time to complete the shipping process, please contact [returns@ptzoptics.com](mailto:returns@ptzoptics.com) or [returns@huddlecams.com](mailto:returns@huddlecams.com) with your RMA number and request an extension.

**Q: What needs to be included in my return?**

A: Every PTZOptics and HuddleCamHD return must include the defective product(s), a printed copy of the RMA paperwork, and any additional paperwork provided by the Returns Department in your RMA email. Please do not hesitate to contact them with any further questions.

**Q: How should the product(s) be packaged for the return? Are there any special instructions?**

A: All PTZOptics and HuddleCamHD products should be returned in original packaging. This includes the original box and packaging materials. The product box should then be placed inside a larger shipping box to avoid any damage to the product or product box during shipping. Please note the RMA number on the outside of the shipping box and follow the instructions provided by the Returns Department regarding the placement of the provided paperwork. *It is also requested that styrofoam and or packing peanuts are not used or in direct contact with the hardware while being shipped, as this may damage the product.*

**Q: I returned an RMA, which was refused at your location. Why is this?**

A: PTZOptics and HuddleCamHD will refuse packages when returns arrive with severe external damage, without an explicitly marked RMA number, or before landing, had issues surrounding the import. (or associated import fees)

**Q: Can I return my products for a refund to PTZOptics or HuddleCamHD directly?**

A: PTZOptics and HuddleCamHD can only establish credit or monetary refunds for products returning from a company under our credit terms. If a return through a distributor or reseller is not possible, the only available option is to have your product(s) repaired or replaced.

**Q: Are rental or short-term loan products available through your company? What about advanced replacements?**

A: PTZOptics and HuddleCamHD do not offer any rental or short-term loan programs. In addition, direct advanced replacements are not provided for international products.

**Q: How do I check the status of my RMA?**

A: Currently, the best way to check the status of your RMA is to email [returns@ptzoptics.com](mailto:returns@ptzoptics.com) or [returns@huddlecams.com](mailto:returns@huddlecams.com) with your RMA number.

**Q: What happens if I can not locate my RMA number?**

A: If you cannot locate your RMA number, please contact [returns@ptzoptics.com](mailto:returns@ptzoptics.com) or [returns@huddlecams.com](mailto:returns@huddlecams.com), along with the email address, company name, phone number, and first and last name associated with your RMA.

**Q: Am I, the end-user, able to repair my unit myself?**

A: PTZOptics and HuddleCamHD only recognize the validity of repairs completed within our authorized repair center. In certain exceptions, the Returns Department may be able to provide repair parts for specific units for a parts fee plus shipping and handling. If you wish to complete personal repairs, you accept responsibility for all potential failures,

incompatibilities, etc., and you understand that by repairing your product, you are voiding its warranty.

PTZOptics and HuddleCamHD are not liable for any damages or issues arising from product malfunctions based on an incorrect or improper repair. Please be advised that if you undertake personal maintenance, you do so at the risk of voiding your product's warranty.

PTZOptics and HuddleCamHD will not be held responsible for any direct, indirect, incidental, or consequential damages that may result from such actions. Damages include, but are not limited to, data loss, business interruption, or other financial losses. We strongly recommend utilizing our authorized service provider for any repair or maintenance needs to ensure the integrity and performance of your product(s). By proceeding with self-repairs, you acknowledge and agree to these terms, absolving PTZOptics and HuddleCamHD of liability related to such actions.

**Q: Will my in-warranty product(s) be repaired or replaced?**

A: The returned product(s) will be repaired or replaced based on criteria such as availability of parts, complexity, extent of issues, and the relative age of the unit. If a unit is returned and can be repaired, that will always be the first chosen option.

**Q: What changes if I have a multiple-item RMA?**

A: If multiple items need to be sent back at once, you may either fill out the RMA form once per item or list all products on one instance of the form. If you are returning items from both PTZOptics and HuddleCamHD in the same return, please mark whichever brand you are returning the majority of when requested.

## **Non-Warranty Repair Terms**

PTZOptics and HuddleCamHD will attempt to repair any non-obsolete product that does not fall within its valid warranty period.

End-users are responsible for, and agree to pay, for all parts, labor, and return shipping fees associated with the complete repair of the product(s) in question.

Before returning the non-warranty unit, customers must pay an assessment fee of \$50 via our online Chargent portal. This fee will cover the initial assessment and diagnosis of the product(s).

End-users will receive a courtesy email outlining estimated total repair charges once the unit has been received back and fully assessed. If confirmation or denial of the resolution or repair fees is not received within 30 days of the courtesy email, the unit in question will be returned unrepaid.

End-users are responsible for all shipping charges to and from PTZOptics / HuddleCamHD and may use their preferred carrier by providing a valid account number.

## Non-Warranty Repair Charges

Total repair charges are determined per unit per RMA instance and consist of the following:

- Labor fees
- Repair parts used
- Return shipping and handling charges

Charged labor fees include troubleshooting and repair time only. Any time required for burn-in or final testing is not applied to final charges. Please contact [returns@ptzoptics.com](mailto:returns@ptzoptics.com) or [returns@huddlecambahd.com](mailto:returns@huddlecambahd.com) with any questions about current pricing or labor fees.

## Minimum Labor Charges

All non-warranty repairs are subject to a minimum evaluation/repair labor charge, even if no problem is found. Please contact the PTZOptics / HuddleCamHD Returns Department for the current applicable rate.

## Non-Warranty Repair Estimates

Estimates on repair charges for a specific problem may have significant variations in final pricing. All repair estimates provided by the Support or Returns Departments are subject to change once the product(s) are received and evaluated.

Once evaluated, the end-user will receive a written estimate before repairs on the product(s) can proceed. *The Returns Department at PTZOptics and HuddleCamHD requires written confirmation via email of the repair estimate provided. Verbal confirmation of the repair estimate will not be accepted.*

PTZOptics and HuddleCamHD do not guarantee estimates given for repairs as final repair costs. In some cases, actual repair costs may exceed the provided estimate. Regardless of the previous estimate, the end-user will still be responsible for finalized repair costs.

## Additional Non-Warranty Repair Policies

Duration of Repair

Products are repaired on a first-come, first-served basis.

The turn-around time of a particular repair depends upon circumstances such as product type, the nature of the problem, and current repair volumes. Currently, PTZOptics and HuddleCamHD can not guarantee a specific repair timeframe.

#### Repair Warranty

PTZOptics and HuddleCamHD guarantee all of its repair work, performed on non-warranty items, for 90 days, beginning when the repaired product is shipped back to the end-user. This date will be noted on the invoice included in your return.

If the original problem described is not resolved or recurs within 90 days, PTZOptics / HuddleCamHD will repair the unit free of labor charges. Please note that additional material charges may apply unless the parts that affect the repair are again deemed defective.

#### Limitation of Liability

Except as provided in this warranty and to the maximum extent permitted by law, PTZOptics and HuddleCamHD are not responsible for direct, special, incidental, or consequential damages resulting from any breach of warranty or condition or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, compromise or corruption of data; or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property, any costs of recovering, programming, or reproducing any program or data used with the PTZOptics and HuddleCamHD product whether or not secured by a security device which may be included with the product.