



# Warranty Process for Dealers

**As an authorised dealer, when you are in receipt of Mini-Cam equipment suspected of a warranty issue please follow the following steps.**

- Ensure the goods are within the warranty period (normally 12 months from date of dispatch),
- Log the serial numbers of all the items or systems in question,
- Photograph the items where the issue has occurred (where necessary and possible), please do not disassemble the equipment to do this at this stage.
- Identify if the goods are Ex marked/certified.
- Ensure the equipment is not water damaged. (This is typically caused by improper use).
- Send the above information to [service@minicam.co.uk](mailto:service@minicam.co.uk) and any other relevant direct contacts, with a brief description of your understanding of the issue.
- Await a reply/call from Mini-Cam, which will come within 1 working day.
- Mini-Cam will advise the best course of action and this can include the following steps.
  - Further investigative finding work from the dealer,
  - Carrying out a fault-finding exercise on components of an assembly,
  - Returning the goods to Mini-Cam for remedial work,
  - Replacement parts being sent to the dealer for local remedial work.
- Please follow Mini-Cam's advice and report the progress of the resolution to completion.

*\*It is important that when enquiring about warranty issues you supply both the equipment serial number and the part serial number if applicable.*

**Please do not do the following in the event you suspect there may be a warranty issue.**

- Replace parts or carry out repair work for suspected warranty issues without prior consent from Mini-Cam directly. This could result in invalidation of a warranty.
- Return any parts or equipment suspected of warranty issues without prior consent from Mini-Cam directly. This could result in a re-stocking fee.
- Return parts or equipment suspected of warranty which could be replaced/repaired locally without prior consent from Mini-Cam directly. This could result in a re-stocking fee and avoidable import/export charges for damaged parts that do not need to be returned.

***\*Please note:** this update does not proceed a change in warranty policy at Mini-Cam, it has been written to give guidance to our partners in the event of suspected warranty to ensure aligned thinking between Mini-Cam and our Service & Repair Partners. As per below, our warranty policy remains unchanged.*

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## Warranty Policy

Mini-Cam warrants that your equipment will be in good working condition and free of defects in material and/or workmanship for a period of one year. If failure occurs, which is provable due to a defect in material and/or workmanship, we will remedy it free of charge during the warranty period. We reserve the right, at our option, to repair the equipment or to replace the whole unit or the faulty parts, or to refund the then current value of the equipment, if we are unable to repair or replace the unit. The warranty is a return to base warranty, and we are not liable for any shipping costs.

## Conditions of the Limited Warranty

Disassembling the camera, coiler, control unit or any part of the system, without approval of the manufacturer, is forbidden! Non-compliance of this direction will result in the loss of the warranty. The beginning of the warranty period is the date of delivery. This limited warranty does not cover damage due to improper treatment of the system, inadequate maintenance, alteration, repair, normal wear and tear or external causes like lightning, fire or frost. The warranty does not cover wear and tear parts like front camera lenses, O-rings, cable, push rod, rod rollers etc. If you require warranty service, please return the system with the original invoice to your authorised dealer or the nearest Mini-Cam Service Centre. Equipment returned must be consigned carriage paid. We will not be liable for carriage costs.

## Warranty Limitations

Our responsibility under this warranty is limited to repair, replacement, or refund, as set forth above. Mini-Cam is not responsible for direct, special, incidental, or consequential damages resulting from any breach of warranty including lost profits, downtime, goodwill, damage to or replacement of equipment and/or property.