



# Warranty

## Terms and Conditions

In this Warranty, Veracity Group Companies (Veracity) guarantees that all our products are manufactured free from defects in materials and workmanship. If a product covered by these terms (see below) does not function as specified during the defined Warranty period (from date of purchase) due to defective materials or manufacturing, we will replace or repair the product, or provide an equivalent product, free of charge, subject to the conditions laid out below. The Warranty is limited to repair or replacement of product only and expressly does not cover shipping costs or any other costs incurred by the user in association with the product(s).

### 1. Warranty Period

The Warranty period begins on the date the goods are shipped from Veracity, or the authorised distributor. Notification of a fault or defect must be received in writing (letter or e-mail to [rma-uk@veracityglobal.com](mailto:rma-uk@veracityglobal.com), [rma-usa@veracityglobal.com](mailto:rma-usa@veracityglobal.com), [rma-europe@veracityglobal.com](mailto:rma-europe@veracityglobal.com), [rma-me@veracityglobal.com](mailto:rma-me@veracityglobal.com) or [rma-india@veracityglobal.com](mailto:rma-india@veracityglobal.com)), before the Warranty period expires.

### 2. Terms & Conditions of Warranty

1. Limitation | This Warranty is the only Warranty made by Veracity and excludes any implied warranties or fitness for a particular purpose.
2. Transfer | The Warranty will survive transfer of ownership of the product, on the condition that the new owner can provide proof of purchase if required.
3. Veracity reserves the right to modify, amend or change the terms and conditions of this Warranty at any time, without notice.
4. Veracity reserves the right to repair any faulty product or replace it with a direct equivalent.
5. This Warranty does not cover defects caused by:
  - 5.1. Improper use, negligence, tampering or failure to follow User Guides, written instructions, recommendations or precautions given by Veracity.
  - 5.2. Unsuitable physical, electrical or operating environment for the product.
  - 5.3. Unauthorised product modifications.
  - 5.4. System failures, data losses or other consequences arising from software virus infections or other malign code.
  - 5.5. Service or repairs carried out by unauthorised non-Veracity personnel.



- 5.6. Consequential failure caused by third-party systems or products connected to Veracity products.
- 5.7. Inadequate or missing surge protection for products which require it (see recommendations in product documentation).
- 6. Veracity shall not be liable for faults on other manufacturers or third party equipment, for the loss of records or data, for consequential losses or damage or for third party claims, except as required by law.

### 3. Transmission Products and Warranty Period

The following Warranty period applies to the following products or product ranges sold after 09 April 2015.

#### 5 Year Warranty

HIGHWIRE (all models)  
OUTREACH (all models)  
LONGSPAN (all models)  
CAMSWITCH (all models)  
TIMENET (all models)  
LIGHTSPAN

#### 2 Year Warranty

PINPOINT (all models)  
POINTSOURCE (all models)

#### 1 Year Warranty

OUTSOURCE (all models)  
OUTBREAK (all models)  
POWER SUPPLIES (all models)  
ANCILLARY Products

Any products shipped prior to 09 April 2015 shall have the Warranty period as applicable at that time.

### 4. COLDSTORE Products and Warranty Period

The following Warranty period applies to the following products or product ranges sold after 01 September 2019.

#### 3 Year Warranty

COLDSTORE (all models) \*  
VIEWSTORE  
DISKPLAY Pro

#### 5 Year Warranty

HARD DISKS\*

*\* (Warranty applies to Hard Disks used only in COLDSTORE - if purchased through Veracity at the same time as the initial COLDSTORE purchase). Log files required.*

Any products shipped prior to 01 September 2019 shall have the Warranty period as applicable at that time.  
Extended warranties are available on any new COLDSTORE at time of purchase.