

January 28, 2009

Re: Warranty and RMA Policies on i³ Cameras

To all of our customers and partners;

Warranty Policy on i³ Fire Sale Cameras

All sales on i³ Fire Sale cameras are final. All i³ cameras purchased during a Fire Sale come with one (1) year limited warranty.

1. If the i³ Fire Sale camera becomes defective within one year of the date of purchase, a replacement camera will be sent out to the customer. The replacement camera shall be a refurbished or a new i³ camera, depending on availability.
2. If the replacement i³ camera is not available, or is no longer in stock, a depreciation credit* will be issued to the customer instead. The depreciation credit will be calculated based on the camera's purchase price and the number of months remaining on the camera's warranty**. The issued depreciation credit can be used towards the purchase of a new camera that comes with a standard three (3) year warranty.

RMA Policy on i³ Cameras

All i³ cameras purchased prior to Fire Sale will continue being covered by the original i³DVR three (3) year limited warranty.

1. Defective i³ cameras will be replaced ONLY with i³ cameras, refurbished or new depending on availability.
2. If the replacement i³ camera is not available, or is no longer in stock, a depreciation credit* will be issued to the customer instead. The depreciation credit will be calculated based on the camera's purchase price and the number of months remaining on the camera's warranty**. The issued depreciation credit can be used towards the purchase of a new camera that comes with a standard three (3) year warranty.
3. In order to receive the replacement i³ camera(s) immediately, you must provide RMA department with a serial number(s) of your defective i³ camera(s). If the serial numbers are unknown or unavailable, the RMA claim will be processed only after the defective i³ camera(s) are received and processed by i³ RMA department.

* Credit is be used within six months after the approval date.

** To calculate depreciation credit, divide the purchase cost of the camera by the total number of warranty months and multiply by the number of months remaining on the camera's warranty.

Thank you very much for your attention and cooperation.
Please contact our technical support line 1.877.877.7241 for further details.

Best regards,



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