

Australia & New Zealand Warranty for eufy PoE NVR Products

This document details the terms and conditions of the warranty provided with this product. Please disregard any other representations contained on this product's packaging or provided with this product, which constitute or appear to constitute a warranty.

Subject to the exclusions and limitations set out below, we warrant to you that if you purchase a product directly from us, or, from any of our authorized resellers, that it will not contain defects which are a result of faulty manufacturer workmanship or materials. This warranty subsists for 12 to 36 months from the date of purchase as specified in the list below. This warranty is provided in addition to your rights under the Australian & New Zealand Consumer Law.

Type	Warranty Period
Network Video Recorder	36 Months
PoE Camera	36 Months
Hard Disk Drive / Mounting Bracket	24 Months
Power Adapter	18 Months
AC Cable / USB Mouse / Ethernet Cable / HDMI Cable / Waterproof Cover Pack	12 Months
Other Accessories	No Warranty

Subject to any rights you have under the Australian & New Zealand Consumer Law, we will not be liable for defects which are a result of damage or loss caused by factors beyond our control, any product which has not been maintained according to a product which are not performed by us, or damage or defects caused to the product due to unusual or non-recommended use. We will not be liable for any special, indirect, consequential or economic

loss or damage or loss of profits whatsoever suffered by you or any other person resulting from any act or omission by us. Our total liability in respect of this Warranty against Defects is limited to the replacement of the goods.

This Warranty against Defects is provided in addition to other rights and remedies that you may have at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In order to claim the warranty, you must return the product to the retailer from which it was purchased or if that retailer is part of a National network, a store within that chain, along with satisfactory proof of purchase. The retailer will then return the goods to Directed Electronics Australia authorized by Anker Innovations Limited. Directed Electronics Australia will repair, replace or refurbish the product at its direction. The retailer will contact you when the product is claiming this warranty, including the cost of the retailer sending the product to Directed Electronics Australia, will be borne by you.

This warranty is offered by Directed Electronics Australia.

Customer Service Support

support.au.eufy.com