



NCast LIMITED WARRANTY STATEMENT

Thank you for your purchase of NCast products. We strive to provide you with the best quality and service possible. Our standard LIMITED WARRANTY terms and conditions are stated below:

- NCast Corporation warrants that its products will be free from defects in material and workmanship for one year if used and maintained in accordance with the NCast Reference Manual's instructions.
- The warranty time limit begins on the date of the invoice or packing slip of the NCast product and applies only to the original purchaser.
- NCast will accept returns of product within 45 days of the product ship date if accompanied by an RMA number for a refund of the purchase price. The customer is responsible for the cost of return shipping and is responsible for any loss or damage to the product during shipping.
- Please call NCast on product returns for refunds or exchanges within forty-five (45) days of shipment. After forty-five (45) days, refunds and exchanges are no longer available for any reason.
- NCast technical support and customer service

+1 408 844-9080 x247
support@ncast.com

- To initiate a return a Return Material Authorization (RMA) number must be obtained via NCast's website. Be prepared to provide
 - o Your name, address, telephone number and email address
 - o Serial number of the product being returned
 - o Product invoice number or other proof of purchase
 - o A detailed and specific explanation of the problem
 - o with the product or the reason for return.
- All returned product must reference the RMA number on the outside of the box.
- Products received without a valid RMA number will be returned to the customer at the customer's expense.
- The NCast warranty is voided for any product that is returned damaged, regardless of whether the damage was caused by the shipping carrier or by the customer.
- Conditions that constitute an RMA are:
 - o Manufacturer's defect
 - o Hardware upgrade required
 - o Demonstration and evaluation completed
- The approximate repair turnaround time is 7 days for domestic and 14 days for international shipment.
- NCast product shall not have been altered, repaired or serviced by anyone other than the NCast service department.
- This warranty is invalid if the serial number has been altered or removed from the product.



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- After forty-five (45) days, only a manufacturer's defect will qualify for issuance of an RMA number.
- If NCast is unable to repair the product, NCast will replace the unit with a comparable product that is either new or refurbished.
- NCast software for recorder/streamer and server products is maintained at no charge. This applies to bug fixes and minor revision feature upgrades. The customer is responsible for performing updates. Major revision upgrades may require additional fees. Support services for server software updates may be purchased as required.
- No warranty will apply after the limited warranty period has expired. Additional years of warranty coverage may be purchased at the time of original sale.
- The customer is responsible for any Duty, VAT or other non-shipping charges or taxes incurred in the destination country. International duties and taxes are never included in the invoice for an order.
- If the customer refuses delivery of an international order, the customer will be responsible for any fees associated with an order return to NCast, and could be responsible for the duties and taxes even if the order is returned to NCast.

All shipments or other correspondence with the company may be sent to the following address:

NCast Corporation
2318 Walsh Avenue, Suite D
Santa Clara, CA 95051-1320

Main Phone: +1 408 844-9080
Fax: +1 408 844-9091

Email: accounting@ncast.com