



TRAIL CAMERAS AND PORTABLE SECURITY SYSTEMS

*Thank you for your purchase! We appreciate your business and hope to serve you again soon.*

**RETURN POLICY:**

PixController, Inc. provides a 30-day money back guarantee on all products purchased, except special order items. Special order items may not be returned; these special order items include but are not limited to custom-built systems, enclosures, and custom cable/wire configurations. If you are not satisfied with your purchase, simply notify us by e-mail (support@pixcontroller.com) or phone and we will issue a Return Material Authorization Number. No returns will be accepted without an RMA being issued. No restocking fee is charged if the items determined by PixController, Inc to be defective. **All other returns will be charged a 15% restocking fee. If a return was originally shipped with no shipping charges, normal shipping charges will be deducted from your credit amount. These shipping deductions are in addition to any restocking fees.** All items listed as "ALL SALES FINAL" will not be accepted if returned, and no credit will be issued. Shipping charges paid by PixController, Inc. will be deducted from the purchase price, unless the return is due to our error. The following terms must be met by you. Please follow these procedures accurately, as items received by us without the proper requirements will be promptly returned. There will be **NO EXCEPTIONS**.

- Email: support@pixcontroller.com for a Return Material Authorization Number (RMA).
- **Display the RMA # prominently on the outside of the box to avoid delays to your refund.**
- Return the merchandise to us within **30 days** of your original receipt of the order.
- The products must be returned in new, resalable condition.
- You must include all packaging materials and packaging materials must not be torn or damaged.
- All manuals and warranty registration cards must be included and unmarked.
- You are responsible for all return shipping expenses.

Upon receipt of the returned merchandise in good order in accordance with the above, we will issue credit to your charge account, less any restocking fees. You may elect to receive store credit toward another purchase or to simply receive a refund.

**LIMITED 6-MONTH WARRANTY:**

PixController, Inc. warrants this product to be free from defects in material and manufacture for a period of 6 months from the date of purchase. PixController, Inc. will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor. The customer is, however, responsible for any transportation/shipping costs. This warranty does not cover failures due to abuse, misuse, accident, water damage or unauthorized alterations or repairs.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties express or implied or statutory, including and liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives you specific legal rights, which may vary from state to state.

In no event shall PixController, Inc. be liable for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse, or inability to use this product or from defects in this product.

To obtain warranty service, call PixController Customer Service Department between the hours of 9am-5pm EST at (724) 733-0970 for a Return Authorization Number (RMA). The unit should be securely packaged along with a completed Warranty & Repair Form and sent freight prepaid to:

**PixController, Inc.  
2610 Haymaker Farm Road  
Export, PA 15632**

A copy of the original sales receipt is required as the proof of purchase for warranty repairs. PixController, Inc retains the exclusive right to repair or replace the unit(s) or offer a refund of the purchase price, less restocking, at its sole discretion. **SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.**

This warranty is non-transferable. Warranty items are only covered from products purchased new from PixController, Inc. Used products purchased elsewhere will not be covered under this warranty.

# PixController Warranty & Repair Form

PixController warrants this product to be free of defects in materials and workmanship for a period of 6 months after date of purchase. PixController will repair or, at its option, replace this product without charge with respect to parts and labor, provided that our examination indicates a defect exists. In the event that this product model is no longer available at the time warranty service is required and PixController has elected replacement, a substitution of equal or greater value and similar performance will be made. This warranty does not include damage caused by abuse, improper handling, installation, maintenance, unauthorized repairs or modifications\*.

**Items not covered by this warranty include, but are not limited to:**

1. Any soldering to the board or removed/replaced components.\*
2. Any holes drilled in the circuit board, or holes expanded.
3. Any glue, GOOP, silicon, or any mounting material.
4. Flood or moisture damage.
5. Physical damage such as broken or cracked components, or removed circuit board traces.
6. Non-Physical damage such as improper battery and/or camera installation, or external light installation.

PixController shall not be liable for incidental or consequential damages, including but not limited to lost profits or other economic commercial losses.

\* Users of the Universal board are permitted to solder the J14 camera connector and the 2.5mm solder jumpers (J1 through J9) without voiding this warranty. Users of the LE board are permitted to solder to the power and camera ports. No other modifications are permitted.

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**Warranty Repair Information for OEM boards - ONLY**

(PixController Universal Boards, LE Boards, Slave Flash Board, etc.)

- You **MUST** contact support@pixcontroller.com before sending a board in for repair work and receive an **RMA number**.
- All warranty repairs must have the **Warranty repair form** filled out and enclosed with your item upon return of the product along with a **\$8 payment** to cover shipping and handling. If you have more than one item to return, each item must have a unique RMA number and be returned separately along with a separate \$8.00 shipping and handling fee.
- We recommend that you insure your package as PixController, Inc. will not be responsible for lost or damaged items shipped to us.
- Your product **must be packed in a cardboard box** as it was when it was shipped to you. Any items shipped in padded mailers will be returned. Please review your **6 month warranty** before shipment.
- **IMPORTANT:** If your PixController OEM board is past the 6-month warranty period and is less than 2 years old, and the board cannot be repaired PixController, Inc. will offer a new model replacement board at a reduced cost.
- **Allow 4 to 6 weeks for repair work.**

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**Warranty Repair Information for Turn-Key Products - ONLY**

(PixController DigitalEye™, DVREye™, CellularEye™, etc.)

- You **MUST** contact support@pixcontroller.com before sending your turn-key product to us to receive an **RMA number**.
- Any turn-key products outside the 6 month warranty period must send a check/money order for **\$25.00** payable to PixController, Inc. for repair work. You will be notified of any additional charges due to parts or repair time needed over this \$25.00 fee.
- Your product must be packed in a cardboard box as it was when it was shipped to you. Any items shipped in padded mailers will be returned. Please review your **6 month warranty** before shipping.
- **We recommend that you insure your package as PixController, Inc. will not be responsible for lost or damaged items shipped to us.**
- **Allow 1 to 2 weeks for repair work.**

<b>All repairs should be returned along with this completed repair form and s&amp;h/repair fee to:</b>	PixController, Inc. 2610 Haymaker Farm Road Export, PA 15632	 <b>Make checks payable to: PixController, Inc.</b>
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**Return Address:**

Name: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Item being returned (If a board, include model): \_\_\_\_\_

Date purchased (month, year): \_\_\_\_\_

RMA # \_\_\_\_\_ I have included \$ \_\_\_\_\_ for s&h/repair (\$8.00 for OEM Board or \$25.00 for Turn-key item)

**Describe problem in detail:** (continue on separate sheet if necessary)

◆ **Items received without the proper requirements will be promptly returned. Thank you for your cooperation.** ◆