# Warranty Statement


- Overview
- Warranty Durations
- Original Purchases
- Replacement or Repaired Products
  - In Warranty Return
  - Non-Warranty Return
- Special Cases
- PTZOptics and HuddleCamHD Branded Applications and Software
- PTZOptics Beta Firmware
- PTZOptics and HuddleCamHD Livestream Giveaways
- Misplaced or Stolen Product
- Labor or On-Site Time
- Secondhand or Refurbished Purchases
- Discontinued Products and Service Availability
- Warranty Exclusions

Voided Warranty
- Return Material Authorization (RMA) Procedures

Contacting Support
- RMA Eligibility Requirements

RMA Overview
- Initial Set Up
- Post-Return Processes
  - Standard In-Warranty Return Procedure
  - Expedited Return Shipping
  - Prepaid Return Labels
  - Shipping-Related Special Cases
  - What We Will Not Process Upon Receipt:
- Advanced Replacements
    - Advanced Replacement Terms and Conditions

RMA Billing Procedures
- Non-Warranty Charges
  - Non-Warranty In-House Replacement or Repair
  - Timing Terms for Non-Warranty Replacements
  - Self-Repair Authorization

Contact Information

# Overview

PTZOptics and HuddleCamHD offer a limited parts-and-labor warranty for all their manufactured products. The warranty is valid only if PTZOptics and HuddleCamHD receive proper notice and documentation of any such defects during the warranty period, as described below.

While PTZOptics and HuddleCamHD aim to provide the utmost care and service to all clients at every level, it is ultimately the user's responsibility to follow product guidelines, perform routine care, and seek timely assistance.

# Warranty Durations

The warranty durations listed below are divided into our currently Active and Legacy products. For the purposes of this document, the designation 'XX' in a SKU refers to the color of the unit.

## Active Products[1]

| Model Type | SKU | Warranty Duration | Additional Notes |
|---|---|---|---|
| PTZOptics Pan Tilt Zoom Cameras | PT12X-SE-XX-G3<br>PT20X-SE-XX-G3<br>PT30X-SE-XX-G3<br>PT12X-4K-XX-G3<br>PT20X-4K-XX-G3<br>PT30X-4K-XX-G3<br>PT12X-LINK-4K-XX<br>PT20X-LINK-4K-XX<br>PT30X-LINK-4K-XX<br>HC20X-SIMPLTRACK3*<br>PT20X-RISE-4K-BK | 5 Years | *HC20X-SIMPLTRACK3 is now a PTZOptics-branded product; the new 5-year warranty is valid for both PTZOptics and HuddleCamHD-branded products. |
| PTZOptics Box Cameras and Webcams | PT12X-STUDIO-SE-XX-G3<br>PT20X-STUDIO-SE-XX-G3<br>PT12X-STUDIO-4K-XX-G3<br>PT20X-STUDIO-4K-XX-G3<br>PT-WEBCAM-80-v2 | 5 Years | |
| Bundled Solutions | PT20XSE-PRODUCER-JOY4<br>PT12X4K-ACTION-SJOY<br>PT20X4K-PRODUCER-SJOY<br>PT30X-4K-PRODUCER-SJOY | Per Product | Each bundle comprises a number of PTZ or box cameras and 1 control solution. Each product maintains its respective warranties as detailed on this chart. |
| Control Solutions | PT-JOY-G4<br>PT-SUPERJOY-G1<br>HC-JOY-G4 | 2 Years | |
| | PT-MINIJOY-G1 | 3 Years | |
| Accessories | PT-WIRELESS-POWERLINK | 2 Years | |
| Mounting Solutions | HCM-1-XX, HCM-1C-XX, PT-CM-1-XX, HCM-2-XX, HCM-2C-XX, PT-CM-3-XX, PT-WM-3-XX, PT-PM-3-XX | 10 Years | |
| Cabling Solutions | VISCA-25, VISCA-50, VISCA-75, VISCA-100<br>DB9M-F-25, DB9M-F-50<br>DB9M-F-75, DB9M-F-100<br>HDSDI-25, HDSDI-50<br>HDSDI-75, HDSDI-100 | 10 Years | |

# Legacy Products

| Model Type | SKU | Warranty Duration | Additional Notes |
|---|---|---|---|
| PTZOptics Pan Tilt Zoom Cameras | PT12X-USB-XX-G2<br>PT20X-USB-XX-G2<br>PT12X-SDI-XX-G2<br>PT20X-SDI-XX-G2<br>PT30X-SDI-XX-G2<br>PT12X-NDI-XX<br>PT20X-NDI-XX<br>PT30X-NDI-XX | 3 or 5 Years | 2nd generation PTZOptics cameras purchased before January 1st, 2020 have 3 years of warranty.<br><br>Any units purchased on or after January 1st, 2020, have a 5-year warranty. |
| PTZOptics Box Cameras | PTVL-ZCAM<br>PTEPTZ-ZCAM-G2<br>PT12X-ZCAM<br>PT20X-ZCAM<br>PTVL-NDI-ZCAM<br>PTVL-NDI-ZCAM-G2<br>PT12X-NDI-ZCAM<br>PT20X-NDI-ZCAM<br>PT-STUDIOPRO | 3 or 5 Years | Legacy PTZOptics model numbers may contain “ZCAM” as a historical identifier. “ZCam” is a trademark of Z CAM. Use is for reference only; no affiliation or endorsement is implied.<br><br>Cameras purchased before January 1st, 2020, have a 3-year warranty.<br>Any units purchased on or after January 1st, 2020, have a 5-year warranty. |
| HuddleCamHD Pan Tilt Zoom Cameras | HC20X-SIMPLTRACKLITE<br>HC12X-HUDDLEVIEW | 3 Years | |
| | HC20X-SIMPLTRACK2 | 3 Years | |
| | HC-SIMPLTRACK-CM<br>HC-SIMPLTRACK-TP | 1 Year | |
| | HC3X-XX-G2<br>HC10XA-XX<br>HC10X-USB2-XX<br>HC3XA-XX<br>HC10X-720-XX<br>HC10X-USB2-XX<br>HC10X-XX-G3<br>HC3XW-XX-G2<br>HC20X-XX-G2<br>HC30X-XX-G2 | 2 Years | |
| HuddleCamHD Conferencing Solutions | HC-HUDDLEPAIR<br>HP-AIR-XX<br>HC-HPAIR2-DUO<br>HP-AIR-BA-BK | 3 Years | |

# Legacy Products Continued

| | | | |
|---|---|---|---|
| HuddleCamHD Box Cameras and Webcams | HC-MT-4KPRO<br>HC-EPTZ-USB<br>HC-EPTZ-NDI<br>HC-WEBCAM-104-v2<br>HC-GO-XX | 5 Years | |
| Control Solutions | HC-JOY<br>HC-JOY-G2<br>HC-JOY-G3<br>PT-JOY<br>PT-JOY-G2<br>PT-JOY-G3 | 2 Years | |
| Miscellaneous | HC-HUDDLESHARE<br>PT-WC-G1 | 1 Year | |
| | PT-BRDCSTR-E<br>PT-BRDCSTR-L<br>PT-BRDCSTR-P<br>PT-BRDCST-JOY<br>PT-BRDCST-WM | 1 Year | |

*[1]PTZOptics and HuddleCamHD do not offer a warranty on spare parts and included peripherals, such as IR remotes, wall / ceiling mount kits, or power supplies.*

***Please contact PTZOptics or HuddleCamHD if you do not see your product(s) listed.***

## Original Purchases

The warranty period for all PTZOptics and HuddleCamHD products begins on the date of purchase and lasts for the duration listed below. The warranty start date can be found on the original invoice or purchase receipt.

## Replacement or Repaired Products

The warranty information below applies to units previously returned to PTZOptics or HuddleCamHD as an authorized RMA.

### In Warranty Return

Any replacements or repairs processed while the original product is still within the original warranty period will retain the original product's warranty for the remaining duration.

*E.g., A  PTZOptics camera purchased in October 2022 would have a 5-year warranty. The camera was processed as an RMA and replaced in June 2025. The replacement camera's warranty would continue until October 2027 as if it were the original camera.*

### Non-Warranty Return

Any paid replacements or in-house repairs processed outside the original warranty period will be covered by a limited 90-day warranty beginning on the date listed on your shipping invoice Please refer to the RMA Billing Procedures section for information on our billing processes.
For repaired products, the 90-day warranty solely covers the repaired component. This limited warranty applies only to the repairs completed at the time of service.
For paid replacement products, the 90-day warranty covers the entire product.

*E.g, A non-warranty PTZOptics joystick was returned for a replacement main board. The repair was processed and sent back on June 1st, 2025. The repaired joystick's warranty would be valid until August 30th, 2025, and would only cover the board during normal operating conditions listed in the product's manual.*

# Special Cases

## PTZOptics and HuddleCamHD Branded Applications and Software

Any applications or software provided by or purchased from PTZOptics and HuddleCamHD are provided ‘as is’ and are not covered under any warranty terms.

All applications and subscription purchases are final and non-refundable, non-returnable, and non-exchangeable under any circumstances.

By downloading, accessing, or otherwise using our software, you acknowledge and agree that you have read, understood, and agree to the specific terms and conditions of the application.
Please refer to the application or software for the most up-to-date information on these terms and conditions.

## PTZOptics Beta Firmware

For all intents and purposes, “Beta” firmware is defined as:

> *Firmware that has not yet been publicly released and is still within its final testing period. As such, it may contain bugs, incomplete features, or unexpected behavior(s) that have not yet been identified by our engineering department.*

As part of our ongoing commitment to improvement and to receiving user feedback, PTZOptics offers access to beta firmware via our Discord User Group to test and implement upcoming features for our products before they are widely available.

By opting into our Beta Testing program, you agree to adhere to all terms and conditions outlined in your sign-up process. Violating these terms and conditions may result in the voiding of your warranty and the subsequent removal of your access to the Beta Testing program.

Additionally, the following actions will void your warranty, as detailed below.

- Providing, supplying, or sharing any documentation or information that is shared within the Beta Testing group externally.
- Non-adherence to the guidelines provided by PTZOptics regarding the scope of testing, prohibited actions, and any specific instructions
- Forcing any Beta firmware on inappropriate or incorrect hardware

## PTZOptics and HuddleCamHD Livestream Giveaways

Any product gifted or won through a giveaway during a live stream or other event will retain its full warranty as outlined in the terms above.
To confirm the start date, please contact the returns department with the serial number of your product(s). We will be happy to provide you with an invoice if you need to make a warranty claim in the future.

## Misplaced or Stolen Product

Warranty coverage, as outlined in this document, does not apply to products that are lost, stolen, or otherwise missing.

If a product is reported as missing during shipment, please contact the shipping carrier to file a claim and notify the seller of record.

If a product is stolen, please report the incident to local law enforcement and contact PTZOptics or HuddleCamHD with the serial number with any supporting documentation so we can advise on next steps.

## Labor or On-Site Time

Warranty coverage is limited to repair or replacement of the product at our option. The warranty does not cover any labor charges, billed hours, on-site service time, travel time, mileage, lifts, or other related costs incurred by installers, integrators, or end-users.

## Secondhand or Refurbished Purchases

The only fully verifiable warranty start date is the original sell date recorded in our inventory system. Warranty coverage for secondhand products purchased through marketplace or auction sites will be determined by the original serial number.

To verify your remaining warranty, please contact us at returns@ptzoptics.com or returns@huddlecamhd.com with your serial number.

PTZOptics and HuddleCamHD do not sell refurbished units outside of official RMA transactions. If a unit is advertised as 'refurbished' by a third party or secondhand seller, it is treated as a secondhand purchase for warranty verification and coverage.

Secondhand product(s) are unverified by PTZOptics and HuddlecamHD and will be purchased at your own risk. Warranty coverage is voided under the same circumstances outlined in the exclusions section.

## Discontinued Products and Service Availability

PTZOptics and HuddleCamHD will continue to support discontinued products for as long as service parts and repair capabilities remain available.

However, if service is requested for a discontinued product that is no longer covered under its warranty, service is not guaranteed. In these cases, it's recommended to contact our sales team at partners@ptzoptics.com or partners@huddlecamhd.com for alternative replacement options.

# Warranty Exclusions

## Voided Warranty

A product's warranty period(s) will not apply to defects resulting from any direct or indirect cause that invalidates craftsmanship provided by PTZOptics and HuddleCamHD. Coverage may be denied if inquiries or assessment indicate that the issue(s) were caused by any of the following:

- **Damage, including accidentals, due to mishandling.** This includes cases of Acts of God, drops, falls, improper mounting or adjustment force, use of improper cleaning materials, bent/damaged pins or ports caused by excessive force, and exposure to liquids, moisture intrusion, or contamination (dust, sand, debris, or foreign objects).

- **Environmental or operating conditions outside published specifications,** including use outside the parameters detailed in the product manual.

- **Electrical or power-related issues**, including use with ungrounded or unverified outlets, improper or missing grounding, insufficient surge protection, or use of an unmodified, unauthorized, or extended power supply.

- **Incorrect or improper firmware was applied to the products, causing failure.** *If you have any questions or concerns about the firmware update process, please contact support before loading any firmware.*

- **Unauthorized disassembly, repair, or modification of internal components.** This includes “jailbreaking”, modifying any protected files, or any mechanical/electrical/software changes not authorized by PTZOptics or HuddleCamHD.

- **Inclusion of third-party accessories or alterations that interfere with or prohibit operation.** Additions that would restrict mobility,

block ventilation, compromise ingress protection, or otherwise contribute to malfunction or damage.

*PTZOptics and HuddleCamHD may deny warranty claims in cases of suspected fraud, abuse, or violation of warranty conditions. Claims may also be denied if documentation provided to support the claim is inaccurate or falsified, including invoices, proof of ownership, service records, shipping information, or other supporting materials. This also applies in cases where the reported conditions are intentionally misrepresented.*

# Return Material Authorization (RMA) Procedures

Procedures for end-users and resellers within the United States of America.

If you are part of our distribution network and have questions or need additional guidance, please contact your sales representative or the Returns Department. For all clients outside of the United States of America, please refer to our specific International Warranty Statement.

## Contacting Support

Every RMA must begin with a determination and discussion with a Technical Support team member. Technicians will assist in determining the unit's fault, provide troubleshooting assistance, and provide resources to resolve issues before recommending an RMA. **Any requested RMA without prior discussion with a support technician is considered invalid.**

PTZOptics and HuddleCamHD strongly recommend testing all products upon receipt to identify any faults or defects. Any units received and found to be defective should be reported to your original reseller or distributor as soon as possible. This will allow for the fastest turnaround time for these cases.

The PTZOptics and HuddleCamHD Support Team can be contacted through one of the following methods during standard operating hours:

**Phone number:** 484 593 2584
**Email:** support@ptzoptics.com
**Ticketing System:** https://community.ptzoptics.com/s/
**Chat:** https://ptzoptics.com/

**Standard hours of operation are:**
Monday through Thursday 8:00 am to 6:00 pm Eastern Standard Time,
Friday from 8:00 am to 4:00 pm Eastern Standard Time.

Phone line support cannot be scheduled outside our standard operating hours. Our offices are closed on weekends and major holidays. If you are experiencing scheduling conflicts, please submit a ticket, and we will contact you as soon as possible.

To assist you with the quickest possible resolution, please have the following information available when contacting support:

- The model or SKU of the PTZOptics or HuddleCamHD product
- The serial number of the PTZOptics or HuddleCamHD product
    - **The Support team cannot assist you without a valid serial number.**
- Information about the fault or issue with the product(s), including:
    - Additional information about the setup (peripherals, how the unit(s) are powered, computers, network equipment, etc.)
    - How, when, and/or why the failure or issue occurred
    - A description of the issue with as much detail as possible, including past information if applicable. A video *less than 2 minutes long* or supporting pictures is also acceptable, and preferred in most cases.

## RMA Eligibility Requirements

RMAs are intended for products with a confirmed defect or warranty-covered failure. RMA requests are not accepted for issues that are non-attributable to a product defect, including:

- Customer dissatisfaction, preferences, or change of mind, including requests to exchange model, variant, finish, or color.
- Color matching preferences relative to other products.
- Subjective image or aesthetic preferences, or performance concerns, where the product is operating within its published specifications.
- Cosmetic damage that does not affect product functionality.

- Compatibility with third-party peripherals, cabling, software, or system configurations not specified or supported by PTZOptics or HuddleCamHD

- Products that, after troubleshooting and inspection, are determined to be operating within specifications (“No Fault Found”)

*PTZOptics and HuddleCamHD reserve the right to decline RMA requests where the evaluation indicates the product is functional within specifications or where the request falls outside warranty coverage or published product specifications.*

# RMA Overview

All authorised RMAs will begin in the same way, but outcomes will vary based on the specific case.
The details listed below will apply to every case. For additional information, please refer to the subsection that best applies to you.

## Initial Set Up

Once a support technician approves an RMA, they will provide a link to an online form to be filled out and submitted.

In addition to submitting the online form, you must provide a copy of your invoice to returns@ptzoptics.com or returns@huddlecamhd.com. Your invoice must include product information, the serial number (if noted), and the purchase date.

Once your paperwork has been processed, it will be sent to the email address provided during the form submission. Paperwork will typically be processed within one business day of receipt. Please check your spam, junk, and primary inbox folders for confirmation.

## Post-Return Processes

### Standard In-Warranty Return Procedure

All returns are processed in the order they are received.

Product(s) will be assessed and tested for the faults described in the initial RMA submission.
If the faults described are not visible, additional faults are discovered, or further information is required, the technician working on your return will email you for more details.

**Any products returned and found to be free of fault or error will be returned to the end user.**

The expected duration for in-warranty returns is typically 1-5 business days, excluding shipping time, depending on the necessary testing.

*Any product(s) received that are found to be without fault within 24 hours of testing, with no further information provided, will be returned to the end-user.*

Upon testing, if a product is found defective, we will make every effort to repair it. Should a product be determined to be beyond repair, it will be replaced with the same or an equivalent product if the original product is discontinued.

Replacement units may be refurbished and, while they may show minor cosmetic imperfections, are guaranteed to be in proper working condition.

Please note that due to product availability, replacements may not be available in your preferred color.

PTZOptics and HuddleCamHD do not offer cash refunds, store credit, or similar alternatives **under any circumstances**.

In addition, **no exceptions** will be made for product exchanges between product models, including PTZOptics G2 cameras and PTZOptics G3 cameras, or vice versa.

## RMA Shipping Instructions

- No peripherals, accessories, or personal items should be included with your return shipment
    - This includes items such as conversion or attachment pieces for mounts and tripods, power supplies, cables, or other related items. PTZOptics and HuddleCamHD are not responsible if these items are sent back but not returned.

- You will be responsible for the return shipping costs for replacement peripherals.

- Original packaging, including the product box and foam/cardboard inserts, is preferred to ensure the product(s) are securely protected.
    - If these are not available, please ensure the product is securely wrapped in bubble wrap or an equivalent material.
    - Do not use packing peanuts, styrofoam, or any materials that could shed or release debris, as these materials are likely to damage the product.
    - Custom hard-shell travel cases (such as Pelican or Nanuk Cases) are not preferred packaging and should be avoided.

- Your assigned RMA number should be marked clearly on the external shipping box. Failure to do so may result in the return of your RMA without processing.

- We are unable to ship to P.O. boxes. If a P.O. box address is provided, you will be contacted for an alternate shipping address.

***IMPORTANT:***
*PTZOptics and HuddleCamHD assume no responsibility for loss or damage caused by outbound freight carriers. If the package(s) or product(s) appear damaged upon receipt of your return, retain the original packing material for inspection by the carrier and contact them* ***immediately****.*

For in-warranty RMAs, PTZOptics and HuddleCamHD will cover return shipping charges and match your return shipping speed.

For non-warranty RMAs, both shipping to and from our warranty center must be covered by the end-user or entity raising the RMA request.

PTZOptics and HuddleCamHD can provide a shipping quote upon request, or you may provide a UPS, FedEx, or USPS account number for billing.

## Expedited Return Shipping

As stated above, we will match your shipping speed for returned products.

***Please Note:*** *Requests for expedited return shipping will be processed only when a UPS, FedEx, or USPS prepaid label or carrier account number is provided in advance. We* do not offer paid expedited return shipping billed through our accounts. Any shipping charges paid are non-refundable once the shipment has been tendered to the carrier, except in cases of PTZOptics or HuddleCamHD error.

## Prepaid Return Labels

Prepaid return labels will only be provided for clients whose product(s) are returning to us within the initial 60 days of purchase, as noted on a provided and validated invoice. Outside of that period, end-users will be responsible for paying any return shipping fees to return their product(s) to PTZOptics and HuddleCamHD.

## Shipping-Related Special Cases

The Returns and Support teams at PTZOptics and HuddleCamHD will provide post-return shipping information upon request from the end user.

## What We Will Not Process Upon Receipt:

- Packages received without proper documentation, with inaccurate or misleading labeling, or in a severely damaged state will be returned to the sender
- Packages received containing unauthorized RMAs will also be returned to the sender.

Our cutoff for both inbound and outbound packages is 3:30 pm EST, Monday through Friday. Please keep this in mind, as *we can not accommodate later outbound shipments.*

## Advanced Replacements

Advanced replacements are offered only in urgent cases where the replacement product(s) must be received before the defective product(s) can be returned. These cases are approved at the discretion of the Returns Manager. See eligibility requirements below:

- The product must be an original purchase (Not previously replaced)
- The request must be raised within the first year of purchase, as noted on the invoice
- The end-user or organization requesting the advanced replacement does not have another simultaneous advanced replacement open at the same time
- The end-user or organization requesting the advanced replacement is in good standing with PTZOptics and HuddleCamHD regarding prior advanced replacements and transactions.

### Advanced Replacement Terms and Conditions

- All advanced replacements begin with a credit card authorization via our online payment portal for the provided credit card.
- The total amount held will consist of the price of the product(s) for which the advanced replacement was requested, the cost of 2-day shipping, and applicable sales tax.
- 2-day delivery will be applied to all advanced replacements by default. Please note that ground shipping will be used if you are within the region where this method would deliver in 1-2 business days.
- If overnight shipping is required, you will be responsible for paying a separate shipping charge before the advanced replacement is shipped. **This can be done by providing a prepaid return label or a FedEx, UPS, or USPS account number.**

Once the credit card hold has been placed, the end-user must notify the Returns department that it has been completed. We will not receive a notification otherwise, and your outbound shipment will be subject to delays.

Beginning on the date the authorization is placed, the end-user will have 28 days to return the defective unit to our warehouse. Advanced-replaced product(s) not received back by the due date will have the associated card charged for the total amount on the 28th day. An additional 14-day grace period will be allowed for returning the product(s) to receive a refund. This refund does not include the cost of 2-day shipping and is subject to a 4% processing and restocking fee.

**If the product(s) are not returned by the end of this period, a refund is no longer possible.**
**Please contact the Returns Department if you have any questions or would like information about your advanced replacement timeline. We would be happy to provide this to you.**

Please be advised that the responsibility for managing, tracking, and notifying of any updates or alterations to the advanced replacement process lies with the end-user.

Failure to do so will result in delays and rejection of future advanced replacement requests.

*Failure to return advanced replacements by the end of the extended refund period will result in the rejection of future advanced replacement requests.*

*Advanced replacements returned and found to be without fault or defect, or with a voided warranty, are subject to charges of up to 100% of the hold fee.*

# RMA Billing Procedures

PTZOptics and HuddleCamHD only accept monetary transactions via our encrypted online payment portal, Chargent. **For your and our security, payment information cannot be taken via phone or email under any circumstances.**

Notes For Chargent Payments:

- Links will be sent to the email you provide. Please note that this link can be forwarded and does not require payment from the person to whom it was initially sent.
- Within the portal, you can pay with a credit card, debit card, or ACH Bank Transfer.
- If you cannot use one of the primary payment methods listed above, a physical check may be accepted as an alternative—please contact returns@ptzoptics.com or returns@huddlecamhd.com us for mailing instructions.

**Important:** *No product will be shipped or released until payment has been received in full and successfully validated.*

- **Purchase orders, service agreements, work orders, digital wallets (such as Apple Pay, Google Pay, Venmo), Buy Now Pay Later services (like Klarna, Afterpay), cryptocurrency, and prepaid debit cards are not accepted for transactions.**

## Non-Warranty Charges

All non-warranty RMAs will incur charges, whether for self-repair, in-house repair, or paid replacement.

Estimates and quotes may be discussed before the product(s) have been received at our warehouse, but finalized pricing will not be provided until the defective product has been received and assessed. Please refer to the

Exclusions and Voided Warranty sections for what is not covered under our warranty.

Non-warranty replacement products are priced on a sliding scale based on current replacement rates and the severity of damage. Please contact the Returns Department for the most accurate and up-to-date pricing for your specific product.

Non-warranty repairs, including labor, will vary depending on the product and repair needed.

### Non-Warranty In-House Replacement or Repair

Non-warranty returns sent to PTZOptics and HuddleCamHD for replacement or repair will incur a non-refundable assessment fee of $50.00. This fee covers the initial assessment and return shipping if the replacement or repair is refused. This fee is required before the unit is received back.

Once the product(s) have been received back, they will be assessed, and the end-user will be contacted with an updated replacement or repair quote, which **must be approved via written confirmation**. The final payment link will not be sent without written confirmation of finalized pricing.

The standard turnaround time for non-warranty returns is typically 2-10 business days, excluding shipping time, depending on required testing, repairs, and the expediency of the end user's payment.

***Please Note:*** *Non-warranty returns are processed in the order they are received and are not eligible for expedited service or processing. This policy ensures timely support for customers experiencing in-warranty claims.*

Any previous quotations or estimates are void once the Returns Manager approves and finalizes the pricing determination.

## Timing Terms for Non-Warranty Replacements

Payment links, finalized quotes, and the availability of replacement products are valid only for the durations listed below.

| Quote or Item | Validity Duration | Resolution if Expired | Additional Notes |
|---|---|---|---|
| Finalized repair quote | 14 days | If no written confirmation is provided within 14 days, the unrepaired unit will be returned to the end-user, and the shipping cost will be applied to the end-user's account. | This paid element applies to the parts and labor associated with returning a defective unit to working condition |
| Finalized replacement quote | 14 days | If no written confirmation is provided within 14 days, the unrepaired unit will be returned to the end-user, and the shipping amount will be applied to the end-user's account. | This paid element applies to the pricing per replacement product in its entirety |
| Shipping quote | 14 days *depending on which quote it is related to | Our shipping quotes and rates change weekly. If a quote is provided, it will be valid for the duration of the quote | This paid element covers only shipping costs, which may fluctuate based on location and the time of year. |
| Replacement Item | 14 days | If the finalized replacement quote or payment link expires for a replacement product, the product itself is also forfeited and will be available to the next end-user who requires the product | Products may not be put on hold, paid for in advance, or other. Please note that the model and color may change based on availability, which will affect pricing. |
| Payment Link | 14 days | Another payment link must be requested and paid within the timeframe listed. Failure to promptly respond to payment requests may result in future service refusal. | This will be the link provided to you via our online payment portal (Chargent), which is required for all paid transactions. |

Self-Repair Authorization

Self- or at-home repair is available for a limited number of products and only for specific types of repairs, at the discretion of the Returns Manager.

The cost will include the replacement part needed, shipping, and any applicable sales tax.
End-users will be provided with a link to an online form for their request, which will be fulfilled once paid. Any additional questions about this process should be directed to returns@ptzoptics.com or returns@huddlecamhd.com.

## Contact Information

**Returns Department:**

returns@ptzoptics.com
returns@huddlecamhd.com
610-518-2200 ext 1020

**Support Department:**

support@ptzoptics.com
support@huddlecamhd.com
610-518-2200 ext 1004

**Warranty Statement Inquiries:**

warranty@ptzoptics.com
warranty@huddlecamhd.com