

Laia Technologies North America

Prime Support Terms & Conditions and Warranty Information



Prime Support is a premium program that offers an enhanced technical support experience, with swift response times and exclusive benefits that maximize the peace of mind for Laia customers. This support lasts for **3 years** automatically, and can be extended to **6 years** through product registration **within 90 days** after purchase. To register your camera visit: <https://laiatechna.com/Support/warranty>

□ Customer Support:

- Service hours: Monday to Friday, 9:00 AM to 6:00 PM Eastern Time (excluding holidays).
- Technical Information, Manuals, Software, and Firmware Updates are available at www.laiatechna.com/support

□ Repairs:

- Once a Service Ticket Request is completed by the integrator, they will receive an email confirmation that the ticket has been received and will be contacted shortly (if during normal business hours).
- The Service Ticket Request must include the model, serial number, description of issue and complete contact information including company name, contact name, phone, and email.
- If the Laia Support Team determines the unit is defective, then a replacement will be shipped within 48 hours of determination.
- Return authorizations can only be issued after review with Laia Technologies NA Support Team.
- Malfunctioning equipment can only be returned once an RMA has been issued.
- Products received without proper RMA numbers & documentation will be returned to sender at client's expense.
- If a returned unit is determined to be defective or damaged the product replacements are typically processed within 48 hours period after receiving product at our facilities.

□ Logistics:

- Client is responsible for shipping costs to return units to Laia Technologies NA, Fairfield NJ USA or nearest designated Laia Technologies Warranty Depot.
- Shipping costs are covered for returning units to the customer via standard ground shipment.

□ Software:

- Minor updates or patches that are required to resolve specific issues.

□ Extensions:

- Free warranty extension to 6 years for cameras Purchased from January 2025 and after when registered within the first 90 days after purchase from the C-Pro, C-Pro Infinity and Broadcaster Pro families.

1. Exclusions

The following are excluded from this service:

- Accessories and consumables.
- Accidental damage, misuse, unauthorized interventions, or lack of proper maintenance.
- Cleaning or preventive maintenance services.

2. Support Procedure

- a. Request a Support Ticket through www.laiatechns.com/support
- b. Complete the corresponding form and attach the purchase invoice.
- c. You will receive an email confirmation of receipt of your request within a maximum of 2 hours*.
- d. If the issue is not resolved, an RMA will be issued to facilitate the return of the unit within 24 hours*.
- e. Repairs or replacement will occur within the established timeframes.

*Service hours: Monday to Friday, 9:00 AM to 6:00 PM Eastern Time (excluding holidays)

3. Standard Legal Warranty

This support includes the standard legal warranty:

- Coverage for defects in materials and workmanship for a period of 3 years from purchase date and can be extended to 6 years through product registration within 90 days after purchase.
- Repair or replacement of defective equipment at Laia's discretion.
- Exemptions apply to consumables, accessories, and damages caused by misuse.

Standard Legal Warranty

This warranty is subject to, and shall be superseded by, any mandatory local warranty rights or provisions applicable in the jurisdiction of purchase.

Laia guarantees that products (hereinafter referred to as "the Equipment") will be free from defects in materials and workmanship during the warranty period described below.

If the Equipment does not meet this warranty, and the buyer notifies Laia in writing within the warranty period, Laia will, at its discretion, repair or replace the Equipment at no cost for parts or labor. If the original model is unavailable, Laia may provide a refurbished unit of the same model or, if not possible, an equivalent or alternative replacement.

Warranty Period

The warranty period is one (3) years from the date of purchase.

If the Equipment has been repaired or replaced under warranty, the remaining warranty period will be the original warranty time period or six (6) months from the repair/replacement, whichever is greater.

For Equipment sold as "B-Stock", the warranty is ninety (90) days from the purchase date.

"Note: Software is delivered in its original version, without modifications or personalized data, unless stated otherwise in the documentation. It is recommended to back up data, as Laia is not responsible for data loss."

Warranty Claim Requirements

The buyer must:

1. Present the original purchase invoice, showing the date, serial number, and the authorized distributor's name.
2. Deliver the defective Equipment within the warranty period.
3. Allow Laia Technologies North America or an authorized agent to inspect the Equipment to confirm that:
 - a. The defect is due to manufacturing flaws in materials or workmanship.
 - b. Ensure that defect is not from neglect or any of the exclusions listed in the Exclusions Section (below)
4. For repairs, the buyer must return the Equipment to the nearest Laia Warranty Depot at their own expense. Laia will send the replacement unit prepaid freight.
 - a. Client is responsible for shipping costs to return units to Laia Technologies NA, Fairfield NJ USA or nearest designated Laia Technologies Warranty Depot.
 - b. Shipping costs are covered for returning units to the customer via standard ground shipment.

Exclusions

The following are excluded from the warranty:

- Damages caused by:
 - Force majeure or events beyond Laia Technologies North America's reasonable control.
 - Misuse, lack of maintenance, improper operation, or connection to inappropriate power sources.
 - Unauthorized repair attempts.
 - Use with incompatible accessories or equipment.
- Products whose serial numbers have been altered or removed.
- Unauthorized adjustments or modifications, including adaptations for local standards
- Consumable parts and normal wear tear, except for manufacturing defects.
- Loss of software, data or removable media, as well as costs related to reinstallation or system integration.
- Additional exclusions have been published on Laia's website for specific products.

Limitation of Liability

This warranty constitutes Laia Technologies North America's full and sole liability. Laia will not be held responsible for indirect losses, incidental damages, or consequential damages arising from the use, sale, or possession of the Equipment, except in cases of proven negligence resulting in injury or death.

Additional Provisions

- No representative, distributor, or agent of Laia Technologies North America is authorized to assume obligations on behalf of Laia Technologies North America.
- The buyer may not rely on undocumented statements made by third parties.
- The buyer is responsible for determining the suitability of the Equipment for any specific application.
- Software is delivered to be used in its original install version, without modification unless stated otherwise in the documentation. It is recommended to back up all data and settings as Laia Technologies is not responsible for data loss.