

Thank you for purchasing VALT from Intelligent Video Solutions. We strive to exceed the expectations of our customers, and we understand sometimes changes need to be made that necessitate a return.

Valid Reasons for a Return

- Order cancellation
- Changes made to an order after shipment
- Defective equipment
- The solution does not meet the customer's expectations

Hardware

Standard hardware may be returned within sixty (60) days of receipt by the customer if it is in new and resalable condition. The hardware must include the original packaging.

Hardware returns are subject to a fifteen (15) percent restocking fee. Defective equipment is not subject to a restocking fee.

Custom-ordered hardware may not be returned.

Licenses

Prior to installation and start of the Software Support Agreement, licenses may be returned for a full refund.

After installation and start of the Software Support Agreement, licenses may only be returned if the solution does not meet the customer's expectations, and the issue is unable to be resolved by the IVS support team. Any such return requests must be made within ninety (90) days of the installation and start of the Software Support Agreement.

Professional Services

Professional services are not eligible for a refund after the services have been completed.