



Westrac Ltd Reolink Warranty Policy

Westrac offers a 2-year limited warranty on all new Reolink branded products.

- The warranty period begins on the date of purchase.
- Replacement products will be warranted for the remainder of the original warranty.
- This warranty applies only to products purchased through Westrac stores, or resellers authorized by Westrac.
- For products that have reached end-of-life (Product's EOL), Reolink will provide software support, including security updates, for at least 2 additional years from the EOL date.

Westrac undertakes in its sole discretion to repair or replace a returned product that after a seventy-two (72) hour analysis has been verified to have failed due to a defect in materials and/or workmanship under normal use. Return the product along with your original sales receipt or satisfactory proof of purchase to any Westrac Branch.

Should the product fail, due to a defect in materials and/or workmanship, it will be replaced with the same model, free of charge. If the same model is not available, it will be replaced with a similar specification and quality product.

Westrac holds the right to replace only part of the product if the defect is found to not be the whole product. If the product is validated to receive the warranty, only the defective part will be replaced as opposed to the entire unit, unless the entire unit is found to be defective. Westrac doesn't warrant normal wear of the product.

WARRANTY DOES NOT COVER:

- Damage caused by misuse, alteration, abuse, or disassembly of the product.
- Damage resulting from handling, storage, installation, drops, power outages, or any electrical accidents or mishaps.
- Damage caused by the use of non-Reolink batteries.
- Damage resulting from extreme temperatures, severe weather conditions, natural disasters, or another force majeure.
- Products that have been painted or tampered with.
- Products purchased from unauthorized channels or lost or stolen products.