

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who sold the product. Please review the warranty carefully, and contact the manufacturer if you have any questions.

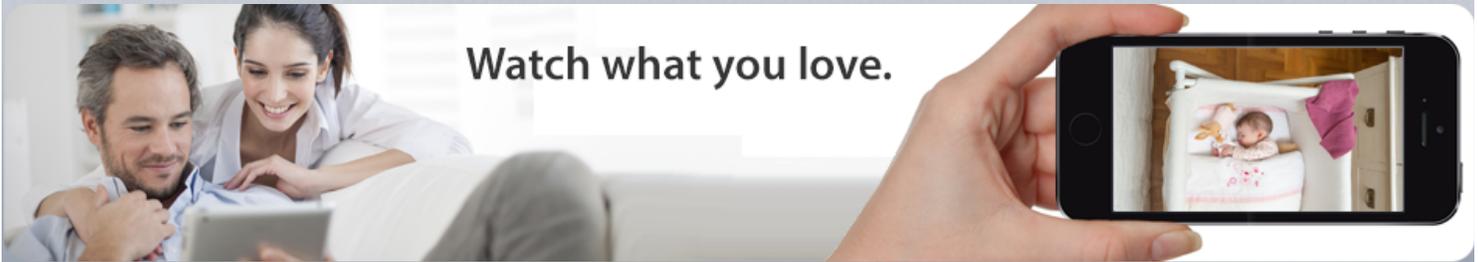


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# FOSCAM


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### Foscam Digital Technologies LLC Standard RMA Terms and Conditions

1. Most products can be returned for either a **refund** or for a **replacement** of the same item. **Refunds** are subject to a 10% restocking fee and must be requested **within 30 days of receiving the item**. An item is **not** eligible for return after these 30 days. The restocking fee is ultimately deducted from the refund amount. We charge this 10% restocking fee for all returns to encourage customers to purchase products they intend to keep. This fee covers the cost of shipping the product to the customer. In addition, it covers the time and resources spent on repackaging, repairing, and refurbishing these returned items to make available for replacements. If the item is defective and a customer would like to return the product, Foscam Digital Technologies LLC will waive the restocking fee for a full refund minus shipping costs (a \$7.00 value).
2. **Note that if an item needs to be replaced from a third party seller such as Amazon, eBay, or GroupOn, the seller's policies apply. If a replacement is needed after the seller's RMA period (usually 30 days), customers will need to ship the item back and also provide payment for shipping the replacement item back (usually a \$7.00 value).**
3. For replacements, the customer is responsible for paying shipment charges when returning the product to Foscam Digital Technologies LLC. Foscam Digital Technologies LLC will pay for shipment of the replaced items back to the customer. After three months from the purchase date, the customer must also pay the cost of shipping the item back to them (usually \$7.00). If an item is dead on arrival (DOA) and is not powering up or operating correctly, the customer may replace the faulty item for a replacement item within 30 days and have shipping charges reimbursed from the original payment of the order. Foscam Digital Technologies LLC ships all domestic U.S. RMA repaired items by USPS Priority Mail or UPS Ground (3-7 days).
4. For **accessories (items other than the camera)**, there is a warranty period of 6 months from the date of purchase. If an accessory is broken within 30 days of the purchase, Foscam Digital Technologies LLC will ship another accessory to the customer at no charge. After 30 days from the purchase date we do require a \$7.00 fee to be charged when shipping a replacement accessory. After 6 months from the purchase date, accessories are no longer under the warranty coverage and cannot be replaced. Accessories qualify as items such as power supplies, wifi antennas, mounting brackets, etc.
5. All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, DHL, or US Postal Service Priority Mail. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by Foscam Digital Technologies LLC. Foscam Digital Technologies LLC is liable for the returned item upon the receipt of shipment. Shipping to states like Hawaii or Alaska may incur a higher shipping cost due to the nature of the shipping carriers pricing to these locations (this depends on weight of the package, number of cameras, etc.).
6. RMA turnaround time is within two (2) weeks (10 business days) after receipt of returned items. The replacement item(s) will be ready for return shipment by this time. USPS or UPS (3-7 days) is the standard method of shipment for U.S. domestic shipments. International Shipments will be sent via Canada Post (Foscam Canada) or Royal Mail (Foscam UK).
7. All items returned under an RMA will be repaired, or at Foscam Digital Technologies LLC's discretion, replaced with either new or factory refurbished parts. If a returned product is determined to be damaged or misused, it will be left to the discretion of Foscam Digital Technologies LLC to determine if the product is replaceable. Accidental damage or misused products will not be repaired or replaced under the product warranty. If a product is functioning properly once received and processed through our RMA procedures, the item may be returned to the customer at the customer's expense.
8. International orders outside of the UK and Canada undergo a separate RMA process. Shipping both ways for international orders will be the responsibility of the customer requesting an RMA. Standard shipping for replacement units to be shipped outside of the US will be \$35.00. If a product is returned from an international customer to Foscam Digital Technologies LLC's USA address, customers are responsible for customs charges including, but not limited to, brokerage, taxes, duties, and other fees.
9. Replacements are processed upon product availability. Products cannot be exchanged for different products once an RMA has been processed or received **UNLESS** the item being replaced is backordered or unavailable. A similar product can be sent to the customer that is equal to or lesser than the original amount of the purchase.
10. Foscam Digital Technologies LLC will not accept any packages without an open, valid RMA number appearing on at least the shipping label or the outside surface of the box/packaging. Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at the customer's expense. After return shipment of a repaired/replacement part to the customer, Foscam Digital Technologies LLC will close the RMA.
11. Foscam Digital Technologies LLC shall NOT be liable under ANY circumstances for any indirect, incidental or consequential damages or lost data.

## Outdoor HD Camera series



FI9828W



IP66



FI9804W

FI9805W

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Return & Repair Policy

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FOSCAM is a large professional factory that located in Shenzhen, China, who focused on manufacture perfect surveillance products for families and small business projects. FOSCAM provides limited warranty for products that have manufacturing defects in materials and workmanship.

FOSCAM has authorized distributors and resellers all over the world. Our authorized distributors and resellers provide after sales service to customers directly, including return/replacement and technical support help. **We recommend you buy FOSCAM products from local distributors or resellers, where you can get quick and convenient service directly.**

FOSCAM and FOSCAM distributors/resellers have the Serial Number and MAC address of products to confirm their warranty. When you need to return the product, please contact your distributors/resellers and ask for a **Return Merchandise Authorization** number (**RMA#**), write down the RMA# and problem of the product on the warranty card, put the card together with the product to return it.

If you have problems communicate with your distributor/reseller, please email to [complain@foscam.com](mailto:complain@foscam.com) and we will help you.

#### Warranty / Return / Replacement Policy

ShenZhen FOSCAM Intelligent Technology Limited.("FOSCAM") values your business and always attempts to provide you the very best of service.

No limited hardware warranty is provided by FOSCAM unless your FOSCAM product ("product") was purchased from an authorized distributor or authorized reseller. Distributors may sell products to resellers who then sell products to end users. No warranty service is provided unless the product is returned to an authorized return center in the region where the product was first shipped by FOSCAM or to the point-of-purchase, which may have regional specific warranty implications.

**If you purchase your FOSCAM product from online store, please contact the point-of-purchase and ask for return/replacement/repair help.**

#### Hardware Warranty Information

FOSCAM provide **1-year limited warranty for naked product** and **6-month limited warranty for accessories.**

#### Limited Hardware Warranty

FOSCAM products are warranted to be free from manufacturing defects in materials and workmanship starting from the shipping date of FOSCAM.

#### This limited hardware warranty does not cover:

**Software**, including the software added to the products through our factory-integration system, software that included in the CD, etc.

Usage that is not in accordance with product instructions.

Failure to follow the product instructions.

**Abuse firmware upgrade without the authorized technician's guidance.**

**Normal wear and tear.**

### Return Procedures

Please read FOSCAM warranty policy & policy of your reseller first before sending items back to point-of-purchase.

Customer must first contact point-of-purchase to obtain a **Return Merchandise Authorization (RMA)** number before returning the product. If the product you received is suspected to be defective and the product warranty has not expired, The RMA number will allow your reseller to track your return much easier and help them expedite processing your request.

After receiving your RMA case number, pack the item(s) very well with the original box and all the original accessories included such as power adapters, brackets, cables, manuals, and driver CD disks.

**Write your RMA number and the return reason** (the problem of the product) on the warranty card along with the complete package to send them back.

### Replacement Services

**If customers ask for replacement service, please contact point-of-purchase and follow their policy.**

Our technicians will inspect all items returned for replacement requests. If the returned product is found in working order, we will return the same item received. However customers shall be responsible for all shipping & handling charges incurred for getting the units back to customers.

If returned products are found defective, we will replace the product and assume the shipping cost for sending back the replacement unit to customers.

If for any reason, we are unable to provide a replacement of the original returned item(s). You will have a choice for a "Substitute" item at the same equal value.

We do not provide exchange and replacement due to normal **hardware upgrade** according the market after 14 days after the product is delivered.

Our technicians will test the product before send out the replacement, any other demand for **more than two times** replacement for the same product during replacement limit will be rejected.

**Replaced products are warranted from the balance of the former warranty period.**

### Warranty Forfeiture

Warranty is void if purchase from unauthorized distributor or reseller.

**Warranty is void if trade-mark, serial tags, product stickers have been removed, altered or tampered with.**

Warranty is void for mishandling, improper use, or defacing the product.

**Abuse firmware upgrade without the authorized technician's guidance.**

Warranty is void for physical damage, altered, either internally or externally, improper or inadequate packaging when returned for RMA purposes.

Warranty is void if damage has resulted from accident, dismantle, abuse, or service or modification by someone other than the appointed vendor, source, fission or the spare part has been over the period of warranty.

Warranty is void if product is damaged due to improper working environment or operation. (For example, improper temperature, humidity, unusual physical or electrical stress or interference, failure or fluctuation of electrical power, static electricity, **using wrong power adapter**, etc.)

Warranty is void if damaged by the use of parts not manufactured or sold by FOSCAM.

Damage caused by improper installation of third-party products.

Warranty is void if damaged for irresistible cause, such as earthquake, fire, lightning, flood, etc.

Product beyond limited warranty.

### Shipping Fee

If products are defective or damaged under normal use or operation in the replacement limit, distributors or resellers are responsible for the shipping cost the product back to customers, customers should assume the shipping cost send the product to the point-of-purchase.

During replacement limit, if customer ask for replacement due to the product does not fit for customer's personal expectation, customers should responsible for both shipping fee.

Customers shall be responsible for both shipping fee if their product beyond the replacement limit but still in warranty limit.

### Repair Service Out Of Warranty

FOSCAM provide extra repair service for product that out of warranty, it is chargeable. The total fee contains device cost and service fee. Device cost (including accessories) is the standard uniform price provide by FOSCAM.

Different region may have different service fee, please contact the point-of-purchase to confirm that before you ask for this service.

Our technicians will quote the total price after detect the product, If customers refused to repair after the quotation, customers need pay for the test fee, \$3.5/hour. If agree with the quotation, test will be free.

Repaired product out of warranty will obtains 3-month warranty from the date of the product back to customers.

#### **Limitation of Liability**

FOSCAM is not responsible for other extra warranty or commitment promised by resellers, if your reseller promised some extra commitment or warranty; please ask for written documents to protect your rights and interests.

FOSCAM does not offer refunds under any circumstances. Please contact the point-of-purchase and follow their refund/return policy.

FOSCAM shall not be liable under any circumstances for any consequential, incidental, special or exemplary damages arising out of or in any connection with this agreement or the products, including but not limited to lost profits, or any claim based on indemnity or contribution, or the failure of any limited or exclusive remedy to achieve its essential purpose or otherwise. Purchaser's exclusive remedy, as against FOSCAM, shall be the repair or replacement of defective parts. If FOSCAM lists a product on its website specification in error or that is no longer available for any reason, FOSCAM reserves the right to explain it without incurring any liability.

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