Liberty Monitors
602 Alabame Ave S
Bremen, GA 30110
470-242-1340

Have The Liberty To Monitor Any time, Any where

Authorized Dealer Terms & Conditions

Thank you for contacting Liberty Monitors!

We appreciate your business and welcome you to our family of dealers. Throughout this packet you will find our terms, conditions, and policies for warranties, returns, pricing, shipping and more.

Please read through the following information carefully and be sure you understand before signing at the end. If you have any questions or concerns, please call us at 470-242-1340. We will be happy to answer any questions you have.

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Warranty & Returns

WARRANTY & RETURNS

Warranty Coverage

Liberty Monitors provides a one (1) year limited warranty on all new products, effective from the date of purchase. This warranty covers defects in materials and workmanship under normal use. Warranty coverage is not transferable beyond the authorized dealer and the original end user. The warranty period does not reset or extend as a result of warranty service.

To the extent permitted by applicable law, any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the one (1) year period of this express warranty.

Warranty Exclusions

This warranty does not cover:

- Damage resulting from improper handling, neglect, or failure to operate the product in accordance with the instructions provided.
- Damage caused by external forces beyond the control of Liberty Monitors, including but not limited to flood, fire, power surges, or other acts of nature.
- Damage caused by unauthorized repair, alteration, or modification performed by the dealer or end user. Warranty claims will be evaluated on a case-by-case basis, and coverage may be denied if inspection reveals that unauthorized modification caused or contributed to the reported defect.
- Normal wear and tear.
- Products used in violation of any local, state, or federal law.

Warranty Identification Stickers

Liberty Monitors products are equipped with warranty identification stickers for tracking and verification purposes. These stickers help us confirm warranty eligibility and identify potential unauthorized modifications. Removal of a warranty identification sticker does not automatically void warranty coverage. However, a missing or tampered sticker will prompt additional inspection to determine whether unauthorized modification has occurred and whether such modification caused or contributed to any issues.

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Returns & Credits

A credit will be issued only under the following circumstances:

- The item is returned in new, unused condition within thirty (30) days of delivery (calculated from the date of delivery to the date the RMA request is submitted).
- For LM4G product line items: the return window is within four (4) days of delivery.
- The item cannot be repaired, replaced, or upgraded.
- At any other time as Liberty Monitors deems necessary.

Any credit issued will be based on the price of the item at the time the original order was placed.

All returns are subject to a twenty percent (20%) restocking fee. Each Liberty Monitors product is hand-assembled by our engineers at our facility in the United States, and this fee helps offset the labor and materials involved in the assembly process. Original shipping costs will not be refunded. Any items being returned to stock for a dealer are subject to a $50 processing charge. The restocking fee and stock processing charges will be waived only for products returned with the factory seal intact on the box and for products confirmed to be defective by Liberty Monitors.

Liberty Monitors will not issue a credit for used or damaged products. Liberty Monitors reserves the right to refuse a credit or replacement if we determine that our return policies are being abused, including but not limited to excessive returns of the same item or frequent changes to return requests.

Missing Items & Damage Reporting

Any missing accessories, products, or product damage must be reported within forty-eight (48) hours of package delivery. Reports received after this period may not be eligible for replacement.

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Warranty Service & Technical Support

Before submitting a product for return, please contact technical support at 470-242-1340 for troubleshooting assistance. If the issue cannot be resolved through troubleshooting, please contact support by phone or e-mail to request an RMA.

Liberty Monitors technical support is limited to the operation, configuration, and troubleshooting of Liberty Monitors products and their included software. Support does not extend to third-party software, platforms, or systems, including but not limited to network video recorders (NVR), video management systems (VMS), or other external applications. Dealers and end users are responsible for consulting the documentation and support resources provided by the respective third-party software vendor for assistance with integration or compatibility.

Liberty Monitors may require proof of purchase before servicing any product. We reserve the right to limit service on any product not purchased from an authorized Liberty Monitors dealer or if our technical support resources are being used in a manner inconsistent with their intended purpose. Warranty coverage applies only to products purchased directly from Liberty Monitors or an authorized Liberty Monitors dealer. Products obtained through unauthorized resellers, third-party marketplaces, or grey market channels are not eligible for warranty service.

Liberty Monitors will not provide support materials, images, manuals, or product descriptions to dealers who purchase the same or similar products from other sources.

Warranty and technical support apply exclusively to products purchased from Liberty Monitors.

Liberty Monitors technical support staff cannot provide assistance for any product used in violation of local, state, or federal law.

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Lost Shipment Policy

Inbound Shipments (Dealer/End User to Liberty Monitors): In the event that a product shipped to Liberty Monitors for warranty service or return is lost in transit, Liberty Monitors shall not be held liable for the lost product. Return shipping is the sole responsibility of the dealer or end user, and we strongly recommend using a trackable and insured shipping method. In the event of a lost inbound shipment, it is the responsibility of the shipping party to file a claim with the carrier.

Outbound Shipments, Warranty Repairs (Liberty Monitors to Dealer/End User): In the event that a product shipped by Liberty Monitors following warranty repair is lost in transit, Liberty Monitors will file a claim with the shipping carrier and ship a replacement unit upon confirmation of the lost shipment.

Outbound Shipments, Drop Ship Orders: For orders placed by a dealer with instructions to ship directly to the dealer's customer, risk of loss transfers to the dealer once the product is delivered to the shipping carrier. In the event that a drop-shipped package is lost in transit, Liberty Monitors will file a claim with the shipping carrier. Any reimbursement recovered from the carrier will be issued as a credit to the dealer's account. If a replacement unit is required, the dealer is responsible for submitting a new purchase order.

Outbound Shipments, Wholesale Orders: For standard wholesale orders shipped to the dealer, risk of loss transfers to the dealer once the product is delivered to the shipping carrier. In the event that a wholesale order is lost in transit, Liberty Monitors will file a claim with the shipping carrier. Any reimbursement recovered from the carrier will be issued as a credit to the dealer's account. If a replacement unit is required, the dealer is responsible for submitting a new purchase order.

Liberty Monitors offers optional shipping insurance as an add-on at checkout. Orders shipped without additional insurance are covered only by the carrier's default coverage. Liberty Monitors is not responsible for lost or damaged shipments beyond the carrier's standard coverage.

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Limitation of Liability

Repair or replacement of the product, or of an affected component, are the exclusive remedies provided under this warranty. In no event shall Liberty Monitors be liable for any direct, indirect, incidental, special, or consequential damages, including but not limited to damages for loss of business profits, business interruption, loss of business information, loss of data or recordings, loss of use, property damage, or any claims brought by third parties, arising out of the use of or inability to use the product, even if Liberty Monitors has been advised of the possibility of such damages.

Liberty Monitors products are designed to function as supplemental monitoring tools and are not intended to serve as primary security systems. Liberty Monitors does not guarantee uninterrupted or error-free operation and shall not be held liable for any failure to capture, record, or transmit footage, or for any events that occur as a result of such failure.

The total liability of Liberty Monitors and any authorized dealer shall not exceed the original purchase price of the affected product. Nothing in this agreement excludes or limits liability for death or personal injury resulting from negligence.

Return Procedure

To return a product, please e-mail support@libertymonitors.com and include the following information in your RMA request: your business name, the type of RMA requested (Repair or Credit), the PO number, the product SKU, a brief description of the issue, and the customer's name.

Policy Updates

Liberty Monitors reserves the right to update these warranty and return policies at any time. Please ensure your policies reflect the most current version. If you have questions, contact us at 470-242-1340 or support@libertymonitors.com.

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MAP POLICY

MAP Pricing

Some products have a minimum advertised price, or MAP price.
Purchasing a MAP-priced product implies an agreement to adhere to MAP pricing in any and all general media, including but not limited to:

- Flyers
- Posters
- Coupons
- Mailers
- Public signage
- Press releases
- Inserts
- Newspapers
- Magazines
- Catalogs
- Mail order catalogs
- Internet
- Electronic media
- Television
- Radio

MAP guidelines only apply to the advertised price and do not apply to the price of the actual sale. LIBERTY MONITORS dealers and distributor may sell their products at any price they elect within their retail location or to an individual customer over the telephone, nor does MAP pricing establish a maximum advertised price. Dealers and distributors may offer any LIBERTY MONITORS product at or above the MAP price.

MAP Guidelines

The following are the MAP guidelines, which apply to all resellers of LIBERTY MONITORS's products on the Internet.

Resellers shall not

- Display a price for an LIBERTY MONITORS product anywhere on their website at less than the MAP price, including any and all "click through," "pop-up," or "shopping cart" links.
- Link their website to any outside sites that display a price for an LIBERTY MONITORS product at less than the MAP price.
- Place ads or banner ads on any third-party Internet sites including, but not limited to, portal sites, natural or paid search engine listings, shopping sites and auction sites, that list a price for an LIBERTY MONITORS product at less than the MAP price.

Resellers may

- Use terms and phrases similar to "sale price," "call for price," "discounted price," or "we offer the lowest price" as long as the listed price is not below MAP price.

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- Give electronic or verbal quotes in direct response to customer requests for discount or sale pricing.

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MAP POLICY CONTINUED

Penalties

Intentional and/or repeated failure to abide by MAP guidelines result in

- 1st offense – 24 hours to correct pricing, account will be suspended until MAP is corrected.
- 2nd offense – 12 hours to correct pricing, account will be suspended until MAP is fixed. All pending shipments will be placed on hold.
- 3rd offense – Loss of preferred pricing privilege resulting in an immediate price increase on Liberty Monitors.

Disclaimer

Liberty Monitors. reserves the right to lower, raise, or suspend the MAP pricing of any and all products at any time to increase revenue or to promote sales.

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SHIPPING

Time and Methods

We strive to ship all UPS orders placed before 3:00 PM Eastern Standard Time (EST) on the same day. For USPS, we strive to ship all orders placed before 9:45 AM (EST).

In-house product lines can take 1-2 business days to ship, however during weeks of high volume, LIBERTY MONITORS works based off **priority**. The order of priority is listed below.

1. Expedited shipments
    a. UPS Next Day, 2 Day, 3 Day
    b. USPS Express
    c. FedEx Overnight, 2 Day, Express
2. Shipments that have gone over the 2 business day lead time
3. Ground shipments
    a. USPS Priority
    b. UPS Ground
    c. FedEx Ground, Home Delivery

Ground orders typically deliver within one to seven days. Saturday delivery is available for an additional charge. Sunday delivery depends on the zone the destination is in.

We ship orders within the continental U.S. by UPS. International orders, P.O. box orders, and orders to Hawaii and Alaska are shipped USPS by default. UPS is available to these customers by request on a quote-by-quote basis. For international customers requesting UPS, brokerage fees will apply. Only USPS ships to military bases.

See table below for individual default shipping insurance amounts by service:

Service	Default Insured Amount
UPS	Up to $100
USPS First Class	Not Insured
USPS Priority	Up to $50
USPS Priority Express	Up to $100
USPS Priority or Priority Express International	Up to $200

In the event that a package is lost or damaged, coverage is only provided up to this amount. Additional shipping insurance is available at a rate of $1 per every $100 declared value for UPS and USPS shipments

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Please contact our shipping department for additional information. Search for “Insurance” on our website to purchase additional insurance for either UPS or USPS. Please review the details and terms and conditions on the individual product pages. These are subject to change.

Priority International delivers to Canada in about one to two weeks. Delivery to other international locations may take slightly longer than two weeks. Packages sent internationally that are either lost or damaged are non-refundable unless the dealer previously requested insurance. This can be requested by visiting our website www.libertymonitors.com and searching the term “insurance”, then selecting the appropriate carrier.

Refused and returned packages sent via UPS incur a fee of the original shipping cost plus fuel surcharges of $15–20, which becomes the responsibility of the dealer.

Drop-shipping Rates

LIBERTY MONITORS utilizes a flat rate fee system on www.libertymonitors.com that calculates the shipping charge based on item weight and box size. Upon checking out, you will see a list of available rates and shipment speeds. LIBERTY MONITORS adds a $3 handling fee to all orders.

***USPS Express is not available to Russia**
****This pricing is subject to change at any time w/o notice as LIBERTY MONITORS deems necessary. Please e-mail or call for expedited shipping speed price quotes.*** Lithium Ion Batteries by them self can only be shipped UPS Ground to the Continental United States.**
****** To ship International or expedited please call or e-mail to confirm pricing and place your order.**

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ALL STATEMENTS MADE HEREIN ARE TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

We authorize Liberty Monitors. to make any and all inquiries necessary for action on this credit application and indemnify Liberty Monitors. from any liability resulting from their survey.

We agree to promptly pay all bills within the terms expressed on the invoice. We agree that Liberty Monitors. shall retain a purchase money security interest in all merchandise purchased by us until Liberty Monitors. receives payment in full. We further agree that merchandise ordered by us or any other designated person shall be charged to the credit card on file. In the event that any suit or action is instituted to collect an amount due on our account, we agree to pay, in addition to the amount owed, all legal fees and collection fees incurred, including attorney's fees. This is a personal guarantee of payment and is unconditional and absolute.

Signature: _____

Print Name: _____

Must be signed by Owner, Partner, or Officer listed in the ownership section above. If borrower is a Corporation, a corporate Officer **must** sign this form. All returned checks will be assessed a $40 charge and account will automatically be put on COD.