

Consumer Return Policy

The merchandise is not returnable without an authorization number. Consumers must contact customer service to obtain an authorization number prior to returning the products at support@vosker.com. The return address will be confirmed on the authorization number.

Any merchandise received by VOSKER without an authorization number may (i) be refused at the door, (ii) be returned to the expeditor, at the expeditor's expense, or (iii) be destroyed in house with no credit.

During the 30-day period following the purchase date, the freight for the return will be at VOSKER's expense, provided, however, that the return is due to a problem with the camera, after which date the freight shall be paid by the consumer unless otherwise agreed on the return authorization number.

Consumer Warranty

The VOSKER products are covered by a one (1) year limited warranty for the accessories and a two (2) years limited warranty for the cameras, unless otherwise specified. The limited warranty covers material and workmanship starting from the original date of purchase. The electronic sales receipt or the client's proof of purchase must be presented upon the request of a warranty service. This warranty will be honored in the country of purchase only.

This VOSKER warranty does not apply to:

- Consumable parts, including but not limited to batteries, which performance is designed to decrease over the course of time.
- Damage caused by misuse, combined with another product, neglect, accidents, liquid contact, fire, earthquake or any other external cause or act of God.
- VOSKER products that have been purchased on another media than the official www.vosker.com website.
- Products that have had any modification or tampering.
- Cosmetic damage including but not limited to scratches and broken plastic.
- Damage caused by operating the VOSKER product outside of VOSKER's recommendations.

VOSKER'S sole obligation under its warranty shall be, at its sole discretion, to repair, replace, or repay the price of any article or part thereof.

No VOSKER employee or representative is authorized to change this warranty in any way, or grant any other warranty.