



Limited Warranty and Technical Support Agreement

Congratulations on your purchase of one or more Vision360. Only those Vision360 products listed on the invoice that you received from V360 Technetronic LLP or its authorised reseller/exporter are covered under this Limited Warranty and Technical Support Agreement (this “Warranty Agreement”). By using any of the products that are covered by this Warranty Agreement, you agree to be bound by the terms and conditions set forth herein.

I. Limited Hardware Warranty

Subject to all of the other terms and limitations set forth elsewhere in this Warranty Agreement, V360 Technetronic LLP provides a limited warranty that covers the hardware, software and printed materials (optional) that V360 Technetronic LLP or authorised reseller/exporter ships as part of V360 Technetronic LLP products (the “Hardware Warranty”). For the avoidance of doubt, the Hardware Warranty does not cover third party products that are separate and distinct from V360 Technetronic LLP’s products and merely resold by V360 Technetronic LLP

What Is Covered: The Hardware Warranty covers only against any manufacturing or material defects in the hardware, software media (e.g., software key), and printed material (optional) shipped as part of V360 Technetronic LLP’s products (each, a “Defect”).

For How Long: The Hardware Warranty is effective for twelve (12) months from the date on which V360 Technetronic LLP first ships the corresponding product (or any part or portion thereof). Further, for each item that is repaired or replaced by V360 Technetronic LLP pursuant to the Hardware Warranty, the Hardware Warranty will remain effective for the longer of (i) the remainder of the term set forth above and (ii) three (3) months following the date on which V360 Technetronic LLP first ships the repaired or replaced item.

What V360 Technetronic LLP Will Do: V360 Technetronic LLP’s sole obligation under the Hardware Warranty is, at V360 Technetronic LLP’s option, to either repair or replace the hardware, software media, or printed material (optional) that contains the Defect, or refund (or cause the authorised reseller/exporter to refund) the purchase price of the corresponding V360 Technetronic LLP product in exchange for your return of that product. V360 Technetronic LLP may use refurbished items and/or substantially similar items to satisfy its obligations hereunder.

What You Must Do: If, during the applicable Hardware Warranty period, you believe you have discovered a Defect, please contact V360 Technetronic LLP Customer Support using the applicable contact information listed at <https://v360.in/contact.aspx>. V360 Technetronic LLP customer support may require some or all of the following information in order to assist in resolving your problem:

- Model number of hardware (Computer, Camera, etc.).
- Serial number of hardware.
- Software version.
- Software license key number or registration information.
- Detailed problem description.
- Customer name, address, and telephone number.



If V360 Technetronic LLP customer support believes that there is a Defect in the hardware or software that is covered by the Hardware Warranty and V360 Technetronic LLP customer support cannot resolve that Defect remotely, then V360 Technetronic LLP Customer Support will issue you a Return of Material Authorisation number. Any item that is returned without an RMA number may be refused by V360 Technetronic LLP and returned to you at your sole cost and expense.

All defective hardware and software media that is returned to V360 Technetronic LLP must be shipped in its original packaging (including wooden ply) to the shipping address specified by V360 Technetronic LLP customer support.

Units packaged incorrectly may be damaged in shipping, which will invalidate the Hardware Warranty with respect to those units and may cause you to incur a repair or replacement charge. **The assigned RMA number must be clearly posted on the outside of the box.** You are solely responsible for all packing, shipping, and insurance costs, as well as all taxes, tariffs, and duties (collectively, "Shipping Costs"), due in connection with your return of any hardware or software media, and you assume the risk of loss and damage for all such items in transit to the shipping address specified by V360 Technetronic LLP customer support. Except as otherwise provided below, V360 Technetronic LLP is solely responsible for all Shipping Costs due in connection with V360 Technetronic LLP's return of any repaired or replacement units of hardware or software media under the Hardware Warranty, and V360 Technetronic LLP assumes the risk of loss and damage for all such items in transit to your return address. If returned hardware or software media is determined by V360 Technetronic LLP to not contain a Defect or otherwise not be covered by the Hardware Warranty, then V360 Technetronic LLP may, at its option, charge you for any related costs incurred by V360 Technetronic LLP, including but not limited to Shipping Costs. Further, if V360 Technetronic LLP must return any repaired or replacement units to a location outside of the country in which the hardware or software media was originally purchased, then V360 Technetronic LLP may, at its option, charge you for any Shipping Costs incurred by V360 Technetronic LLP in connection with that return.

IMPORTANT: Before shipping any hardware in accordance with the instructions above, you must (1) Take photograph of particular hardware in pre-set condition before you remove, as per instruction from customer support. (2) Plot rough diagram of existing wire/connector connection, so it will be helpful at time restoration. Further, except as expressly set forth in a written agreement that has been signed by V360 Technetronic LLP, and to the extent permitted by applicable law, V360 Technetronic LLP will have no liability for any use or disclosure of your Confidential Information.

II. Limited Software Warranty

Subject to all of the other terms and limitations set forth elsewhere in this Warranty Agreement, V360 Technetronic LLP provides a limited warranty with respect to its Software (the "Software Warranty"). The term "Software" refers to software and firmware programs that are provided to you by V360 Technetronic LLP, but excludes any Third Party Software. The term "Third Party Software" refers to third party software programs that are provided to you by V360 Technetronic LLP but that are separate and distinct from V360 Technetronic LLP's proprietary software (e.g., Communication software or Canon EOS, etc.).

What Is Covered : The software warranty only covers the most current General Availability (GA) version of the software. Further, the Software Warranty only covers programming defects and errors in the Software that materially and adversely affect the operation of the Software. The Software Warranty does not cover Third Party Software.

For How Long: The Software Warranty is effective for twelve (12) months from the Delivery Date. The term "Delivery Date," as used herein, means the first date on which V360 Technetronic LLP (i) has shipped the media containing the corresponding Software or has made it available for electronic download or shipped the Key for corresponding Software and (ii) has provided you with any license key needed to download, install, and/or activate such Software.

What V360 Technetronic LLP Will Do: V360 Technetronic LLP's sole obligation under the Software Warranty is to use commercially reasonable efforts to correct or provide a work around for each Error.

What You Must Do: If, during the applicable Software Warranty period, you believe you have discovered an Error, please contact V360 Technetronic LLP Customer Support using the applicable contact information listed at <https://v360.in/contact.aspx>. V360 Technetronic LLP customer support may require some or all of the following information in order to assist in resolving your problem:

- Software version.
- Software license key number or registration information.
- Model number of corresponding hardware (Computer, Camera, etc.).



- Serial number of corresponding hardware.
- Customer name, address, and telephone number.
- Description of the test you were trying to accomplish.
- Sequence of events leading up to the problem.
- Exact syntax of commands that you entered.
- What you expected to happen, and what actually happened.
- Actions you have taken to try and correct the problem.
- Error messages displayed. (You may be requested to provide screen captures.)
- Documentation that you have consulted.

You will be solely responsible for installing any new Software provided by V360 Technetronic LLP in accordance with this Software Warranty.

Third Party Software: All Third Party Software is provided by V360 Technetronic LLP, "AS IS" and with no warranty. However, Third Party Software may be covered by a separate warranty provided by the third party licensor of that software. Further, if any V360 Technetronic LLP hardware or Software product fails to operate substantially in accordance with its documentation as the result of any defect in any Third Party Software, then V360 Technetronic LLP will use commercially reasonable efforts to obtain a remedy for that defect, provided that such V360 Technetronic LLP hardware or Software product (i) is covered under the Hardware Warranty or Software Warranty (as applicable), and (ii) is designated by V360 Technetronic LLP as compatible with that Third Party Software. For assistance with any such defect, please contact V360 Technetronic LLP Customer Support using the applicable contact information set forth at <https://v360.in/contact.aspx>

III. Technical Support

Subject to all of the other terms and limitations set forth elsewhere in this Warranty Agreement, V360 Technetronic LLP will provide you with technical support services to assist you with the installation, operation, and/or configuration of each V360 Technetronic LLP product that you have purchased or licensed, and to assist you with any Defects or Errors that you believe you have identified ("Technical Support"). Technical Support will only be provided for so long as that product is covered under the Warranty or annually 40 hours, whichever earlier. All Technical Support will be provided remotely (e.g., via telephone and/ or email, or through online screen sharing) and In case of requirements onsite assistance or repair then travelling, accommodation & fooding charges extra (Except for first time installation & 01 complimentary site visit in Surat & Mumbai only), charges (Including GST) for Surat City - ₹ 700.00/3 hours, Surat Outer (1GHB, 2SDB & Navsari) - ₹ 1000/3 hours, Mumbai ₹ 3890/Day (10 to 16:00 hrs) & for rest of locations (estimate will provide on request). Further, except as otherwise determined by V360 Technetronic LLP in its sole discretion, Technical Support will only be provided during the working hours as per Indian Standard Time (IST - UTC/GMT +5:30 hours)

IV. Software Updates

Subject to all of the other terms and limitations set forth elsewhere in this Warranty Agreement, V360 Technetronic LLP will make available to you all Updates for Software that you have licensed for so long as that Software is covered under the Software Warranty. The term "Updates" refers to modifications, enhancements, and upgrades to Software that V360 Technetronic LLP makes generally available, at no additional fee, to its other customers who are covered by the same default Software Warranty or under Extended Warranty Agreement. For the avoidance of doubt, the term "Updates" does not include any modifications, enhancements, or upgrades to Software that are licensed separately for an additional fee. All Updates and Error corrections provided for Software pursuant to this Warranty Agreement. If V360 Technetronic LLP will develop a proprietary feature for any of its customer then it shall not be made available to other V360 Technetronic LLP customer. Will constitute part of that Software and are provided to you under the terms of the applicable software end user license agreement for that Software.

V. Renewals

Kindly refer our [Extended Warranty and Support Agreement](#)



VI. Limitations

What Is Not Covered: In addition to all other limitations set forth in this Warranty Agreement, the Services do not cover:

- Products with missing or altered serial numbers.
- Products for which V360 Technetronic LLP (or V360 Technetronic LLP's authorised reseller/exporter, if applicable) has not received full payment in accordance with the applicable payment terms.
- Lost or stolen products.
- Problems that result from:
 - external causes such as accident, abuse, misuse, or problems with electrical power;
 - servicing not authorised by V360 Technetronic LLP or It's authorised technician)
 - Installation or usage that is not in accordance with the corresponding documentation provided by V360 Technetronic LLP
 - failure to perform commercially reasonable preventative maintenance; or
 - Use of accessories, parts, components, or software not supplied by V360 Technetronic LLP
- Problems that are first reported after the effective period of the applicable Services.
- The installation or calibration of any products.

Repairs Do Not Extend Warranty Periods: Except as otherwise expressly provided above with respect to hardware products, the effective periods of the Hardware Warranty and the Software Warranty will not be extended as the result of any repairs, replacements, Error corrections, or Software updates provided hereunder.

Not Transferable: Only the original purchaser of the V360 Technetronic LLP product(s) may receive the corresponding Services. None of the Services may be assigned or transferred, directly or indirectly, by operation of law or otherwise. Upon any transfer of an V360 Technetronic LLP product to a third party, all corresponding Services will terminate automatically. Any such termination will not affect any amounts due from you hereunder, and you will not be entitled to any refund of any pre-paid amounts as a result of any such termination.

Services Provided in English/Gujarati/Hindi: Except as otherwise determined by V360 Technetronic LLP in its sole exception, all Services shall be provided in the Gujarati, Hindi & English languages only.

Breaches and Violations of Law: V360 Technetronic LLP shall have no obligation to perform Services hereunder if you or any of your affiliates are in breach of any agreement with V360 Technetronic LLP or any of its affiliates, or if such performance would constitute a violation of any applicable law.

Force Majeure: V360 Technetronic LLP shall not be liable for failing to perform any of its obligations under this Warranty Agreement if such failure is due to a cause beyond V360 Technetronic LLP's reasonable control.

Governing Law; Jurisdiction: This Agreement shall be governed, construed and enforced in accordance with the laws of India and any dispute arising out of or in connection with this Agreement is hereby submitted to the competent courts in Surat, Gujarat, India.