

Seek Scan Return Policy & Warranty Protection

Seek Thermal Protection Covers:

- WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW.
- **Warranty Period & Activation:** Seek Thermal warrants against defects in materials and workmanship when used normally in accordance with this policy for a period of ONE (1) YEAR ("Warranty Period"). Seek Thermal's published guidelines include but are not limited to information contained in the technical specifications, support documentation and other marketing or service communications. The product must be registered with Seek Thermal to activate the manufacturer's warranty. The warranty period starts when the product is registered or 90 days from the date of original purchase by the end-user, whichever comes first. You can register the product at www.thermal.com/register.
- Seek Thermal does not warrant that the operation of the product will be uninterrupted or error-free. Seek Thermal is not responsible for damage arising from failure to follow instructions relating to the Seek Product's use.
- This Warranty does not apply: (a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship; (c) to damage caused by use with a third party component or product that does not meet the Product's specifications. The specification can be found at www.thermal.com/seekscan (d) to damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external cause; (e) to damage caused by operating the Product outside Seek Thermal's published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Seek Thermal; (g) to any Seek Product that has been modified to alter functionality or capability without the written permission of Seek Thermal; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Seek Product; (i) if any serial number has been removed or defaced from the Seek Product; or (j) if Seek receives information from relevant public authorities that the product has been stolen.
- Warranty does not apply if the unit serial number has not been registered with Seek Thermal. Product registration can be submitted at www.thermal.com/register

The product is considered out of warranty if:

- Your camera is over one year old from end-user purchase date. All claims require proof of purchase from an authorized Seek Thermal dealer.
- Your camera has other accidental damage or issues caused by unauthorized modifications.