

## Dristi Snowman IP Camera Warranty Letter

**Company Name:** Dristi Tech Pvt. Ltd.

**Product:** Dristi Snowman IP Camera

**Website:** [www.dristi.com.np](http://www.dristi.com.np)

**Email:** [ipcam.support@dristi.com.np](mailto:ipcam.support@dristi.com.np)

**Contact Number:** +977 1-5918102

### 1. Warranty Statement:

Dristi Tech Pvt. Ltd. warrants that the Dristi Snowman IP Camera is eligible for replacement in the event of manufacturing defects for a period of three (3) months from the date of purchase by the end customer. This warranty is applicable only to products purchased through authorized distributors, partners, or branches of Dristi Tech Pvt. Ltd.

### 2. Warranty Period:

Standard Warranty period 3 (Three) months from the invoice date. Warranty validity starts from the original purchase date mentioned on the customer invoice.

### 3. What Is Covered:

During the warranty period, Dristi Tech Pvt. Ltd. will, at its discretion:

- i. Replace the manufacturing defective hardware only after confirmed by the Dristi technical team.

### 4. What Is Not Covered:

This warranty does not cover defects or damages caused by:

- ii. Physical damage, misuse, or negligence
- iii. Improper installation or operation not as per product guidelines
- iv. Power surge, lightning, fire, water, or natural disasters
- v. Unauthorized repair, modification, or alteration
- vi. Normal wear and tear or cosmetic damages
- vii. Damage caused by using non-recommended accessories or adapters

### 5. Warranty Claim Process:

To claim warranty service, the end user must:

- viii. Contact the authorized branch or partner from where the product was purchased, or Contact Dristi Tech Support with the following details:
  - a. Product Serial Number:
  - b. Purchase Invoice Copy:

c. Description of the issue:

All warranty claims are subject to technical verification and approval by Dristi Tech Pvt. Ltd.

**6. Replacement Terms:**

- ix. Replacement is applicable only within the warranty period.
- x. The replaced product will carry the remaining warranty period of the original device of invoice.
- xi. Warranty replacement does not extend or renew the warranty duration.

**7. Limitation of Liability:**

Dristi Tech Pvt. Ltd. or authorized distributors, partners shall not be liable for any indirect, incidental, or consequential damages including data loss, business loss, or downtime arising from the use or inability to use the product.

**8. Declaration:**

This warranty is issued by Dristi Tech Pvt. Ltd. and is valid only under the terms and conditions stated above.

**Dristi Tech Pvt. Ltd.**



**Date: 1-16-2026**