

General Terms

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- Excludes all representations and warranties relating to this website and its contents or which is or may be provided by any affiliates or any other third party, including in relation to any inaccuracies or omissions in this website and/or SavvyTech Security Europe B.V.'s literature; and
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We use IP addresses to analyze trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information. Additionally, for systems administration, detecting usage patterns and troubleshooting purposes, our web servers automatically log standard access information including browser type, access times/open mail, URL requested, and referral URL. This information is not shared with third parties and is used only within SavvyTech Security Europe B.V. on a need-to-know basis. Any individually identifiable information related to this data will never be used in any way different to that stated above without your explicit permission.

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Like most interactive web sites SavvyTech Security Europe B.V.'s website [or ISP] uses cookies to enable us to retrieve user details for each visit. Cookies are used in some areas of our site to enable the functionality of this area and ease of use for those people visiting. Some of our affiliate partners may also use cookies.

Links to this website

You may not create a link to any page of this website without our prior written consent. If you do create a link to a page of this website you do so at your own risk and the exclusions and limitations set out above will apply to your use of this website by linking to it.

Links from this website

We do not monitor or review the content of other party's websites which are linked to from this website. Opinions expressed or materials appearing on such websites are not necessarily shared or endorsed by us and should not be regarded as the publisher of such opinions or material. Please be aware that we are not responsible for the privacy practices, or content, of these sites. We encourage our users to be aware when they leave our site & to read the privacy statements of these sites. You should evaluate the security and trustworthiness of any other site connected to this site or accessed through this site yourself, before disclosing any personal information to them. SavvyTech Security Europe B.V. will not accept any responsibility for any loss or damage in whatever manner, howsoever caused, resulting from your disclosure to third parties of personal information.

Copyright Notice

Copyrights and other relevant intellectual property rights exist on all text relating to SavvyTech Security Europe B.V.'s services and the full content of this website.

Notification of Changes

SavvyTech Security Europe B.V. reserves the right to change these conditions from time to time as it sees fit and your continued use of the site will signify your acceptance of any adjustment to these terms. If there are any changes to our privacy policy, we will announce that these changes have been made on our home page and on other key pages on our site. If there are any changes in how we use our site customers' Personally Identifiable Information, notification by e-mail or postal mail will be made to those affected by this change. Any changes to our privacy policy will

be posted on our web site 30 days prior to these changes taking place. You are therefore advised to re-read this statement on a regular basis

Prices

1. Our prices exclude VAT, and - unless there is express agreement in writing to the contrary - exclude packaging and transport costs.
2. The prices stated in quotations, contracts and order confirmations are based on cost factors that apply at the time the contract comes into existence; these factors include rates of exchange, manufacturers' prices, the price of raw materials and manufacturing supplies, wages and transport costs, insurance premiums, taxes, import duties and other levies imposed by the government.
3. We reserve the right, in the event that there is an increase in one or more of the cost factors after the date on which the contract came into existence but before the delivery date, to pass this increase on to the purchaser. We are also entitled in this case to cancel the contract wholly or in part without intervention of the Court.

Supply and delivery terms

1. The delivery times quoted by us commence on the day on which the contract comes into existence, provided that all the information we need to carry out the order is in possession. The delivery times quoted by us shall never be regarded as deadlines unless there is express agreement to the contrary in the individual contract.
2. Unless there is a stipulation to the contrary in the order confirmation, goods are delivered 'ex works'. The goods travel at the purchasers' risk and expense.
3. In the event that a departure from the stipulations in article 2 has been agreed upon, we will ship the goods by what we judge to be the most appropriate means, using forwarders chosen by us.
4. If a purchaser requests that goods are delivered in a way other than the usual way, we may charge the purchaser for extra costs incurred as a result.
5. As soon as the goods for delivery have left our works in the manner indicated in clause above, the risk relating to these goods passes to the purchaser. In the event that delivery takes place according to clause 3 above, the risk related to these goods passes to the purchaser at the moment the goods arrive at their destination.
6. If the delivery is made in parts, we are entitled to regard each delivery as a separate transaction.
7. The purchaser has a duty to take delivery of the purchased goods within the agreed period. If he fails to do so we are entitled - at our discretion - on the grounds of the provision, of article 6:60 of the Dutch Civil Code to ask the competent Court to release us from the obligation of delivering the contracted goods, or to demand without prior notification of default payment of the purchase price of the part that has not been taken delivery of. If the purchaser fails to fulfill his payment obligation, we are entitled to declare the contract rescinded without the intervention of the Court. In the event that the purchaser remains in default as referred to above and fails to take delivery of the purchased goods within the agreed time and we demand payment of purchase price, the goods are deemed to have been delivered and we will store goods at the purchaser's expense and risk, against reimbursement of all the costs that arise as a consequence. If no term for taking delivery has been agreed, we are entitled to take the steps referred to in this article if the purchaser has not taken delivery of the goods within one month of his being invited by us to do so.

Payment

1. Payment must be made in Dutch currency, without any deduction or discount, by transfer to a bank account nominated by us, immediately before the delivery of the goods concerned according to the date on the packing list or on the invoice, all such unless there has been express written agreement to the contrary. In the case of payment by bank, the date on which our bank account is credited counts as the date of payment.
2. If the purchaser does not make payment (in full) on time, he is in default without there being any need for a specific notification of default. In this case we are entitled, if and in so far as there is a sufficient connection with the purchaser's non-compliance, to suspend the fulfillment of all our commitments to the purchaser, without prejudice to all the rights we enjoy under common law. We are also entitled to demand payment in advance of the delivery of goods or a guarantee of prompt payment for all deliveries still to be made. We are further entitled in this case to rescind the contract without the intervention of the Court, upon which the purchaser has a duty to return the goods that have been delivered or a duty to reverse what we have performed in some other way, without prejudice to our right to compensation.
3. Should the purchaser remain in default in respect of prompt payment, he is liable to pay us, without any further notification being required on our part, from the date on which payment was due until the date on which full payment is made, interest equal to the statutory interest rate plus 1.5% per month, calculated over the outstanding amount, which interest is immediately payable without further notification of default. The purchaser is furthermore bound to pay to us the extrajudicial costs relating to the collection of the debt(s); these costs are set at 10% of the principal (including VAT), without prejudice to our right to make out a case for higher costs. Moreover, all adverse consequences of losses on exchange rates or otherwise arising out of late payment or non-payment will be borne by the purchaser, even if the purchaser, acting in accordance with the regulations that exist in his own country, has fulfilled his payment obligations on time but circumstances or measures beyond his control have meant that the transfer has taken place in a way disadvantageous to us.
4. In accordance with article 6:44 of the Dutch Civil Code, payments will first be offset against the costs referred to in clause.
5. Thereafter against the arrears of interest, and lastly against the principal and the current interest.
6. In the event that a significant worsening of the purchaser's financial position occurs after the contract comes into existence but before the delivery of the goods, we are entitled to discontinue wholly or in part further fulfillment of the contract, or to demand a change in the terms and conditions of payment.

RMA Policy

Thank you so much for choosing our products. To understand your rights and enjoy all the after service, please read the following instructions.

How to Make a Return

To return an item, you must get a Return Merchandise Authorization (RMA) number from us. To request an RMA, please provide the following information to your Sales Representative: Invoice Number, Item Number, Serial Number, Quantity, and Reason for Return/Exchange. Without these items we will NOT be able to process your Return or Exchange.

Include all parts, pieces, accessories kit, along with the product's original packaging, a copy of your packing slip and RMA number with your return shipment. We reserve the right to refuse a return if there are discrepancies in the information.

Warranty

- SavvyTech Security Europe B.V. provides periods of 1-3 years warranty from purchase date for standard products listed in catalog. Cameras and DVRs are with 2-year warranty (3 years after joining our partner program). Accessories and PTZs are with 1-year warranty. Please contact your Sales Manager for more information.
- For all exchange or replacement items, the warranty will be based on the original invoice date (not the exchange or replacement date).

Exclusions from Warranty

- Cables that are cut will not be acceptable for returns or exchanges.
- Return items without RMA (Return Merchandise Authorization) number.
- Expired warranty period.
- Removed product label.
- Any removed, blemished or impaired warranty S/N stickers. Or the cable it is attached to is removed.
- Any additional reworking, updating or testing requested by customers.
- Damage caused by misuse, neglect, accident, improper installation or unauthorized modification.
- Damage caused by natural disaster, including but not limited to flood, lightning strike and earthquake.

Exchanges Policy

We accept the return of the products within 14 days from and include the invoice date, returns are subject to a 15% restocking fee, items **MUST** be in new condition. All sales are final after 14 days from the invoice date and the return will not be accepted.