

Return Policy

Dear customers, thank you for supporting TMT Surveillance. For your knowledge, please note the following policy on exchanges and returns.

1. Returns Policy

- 1.1 Returns must be done within 7 days of purchase.
- 1.2 Items wished to be returned need to be presented in original packaging.
- 1.3 Items wished to be returned need to be in original condition and not damaged in any way.
- 1.4 Items wished to be returned need to be presented with original invoice.

2 Exchange policy.

- 2.1 TMT products carry a 1 (one) year standard warranty for essential range products and a 3 (three) year warranty for Advanced range. In the event of a malfunction of equipment, please note the following.
- 2.2 In the event of a malfunction of equipment, please return to branch of purchase with original invoice and packaging for testing and exchange. Please note no exchange will be possible without presenting the original invoice.
- 2.3 Other brands may be subject to their manufacturer's respective policies.
- 2.4 Exclusions of exchange (void of warranty)
 - If the equipment has physical damage.
 - Any man made or natural damage by elements (ex. Water damage, Electrical fluctuation or surge, Physical or vandal damage).
 - If the equipment was opened or tampered with internally in any way.

Thank you for your support and understanding,

TMT Surveillance Management.