



Cameras

Warranty

The standard limited warranty period for Futudent cameras is two (2) years from the date of original purchase, accessories are covered by a standard one (1) year warranty. Software incorporated in the products is covered by End User License agreement (EUSA) and its warranty terms.

The limited warranty does not cover any damage, deterioration, or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, lightning, power surges, or other acts of nature.

Enova's Warranties listed above are limited and do not cover breakage or failure due to altering, neglect, misuse, accidents, improper installation, any modification, shipping, normal wear and tear, or improper maintenance, service or cleaning procedures. These warranties are also void if the Product is not used in accordance with manufacturer's recommendations or instructions, if serviced by a party other than Enova Illumination or its authorized agent/distributor. Warranty is void if the serial number has been tampered with, altered, or removed in any way.

Futudent and Enova Illuminations are committed to delivering quality products. Products received with a defect will be replaced at no additional cost. Initiate the exchange by contacting Enova Illuminations customer service directly, by phone at 651-236-8857 or by email at sales@goenova.com.

30-day Returns

Products returned within 30-days from purchase must be in their original condition. This includes all products included in the package, including accessories, product components, and manuals. If the returned item has been damaged or not in its original condition, Enova Illumination will reserve the right to charge the full amount for the product upon evaluation at the discretion of Enova Illumination. Enova Illumination reserves the right to charge up to a 10% restocking fee.

Enova Illumination requires a Return Merchandise Authorization (RMA) before attempting to return any item. Returns, trial or warranty exchanges will NOT be accepted without a RMA number. Please contact Enova Illumination or your local representative to obtain your RMA number. Be prepared to share the reason for the return, exchange, or replacement and have your invoice number available. Contact customer service directly, by phone at 651-236-8857 or by email at sales@goenova.com.

Address your RMA as follows:

Enova Illumination
ATTN RMA: (include your RMA number here)
6305 Sandburg Rd Ste 100
Minneapolis, MN 55427



Shipping Charges and Responsibility

Should you decide to return your product within the 30-day period for any reason, the customer is responsible for the shipping charges to return the Product to Enova Illumination. Shipping charges on the initial order are non-refundable.

If the product is being returned for reasons due to defect or a warranty exchange within the first 30 days of purchase, Enova Illumination will pay for and provide the return shipping label. Should the product need to be replaced, Enova Illumination will also pay the shipping to return the product to the customer.

For repairs to the product that are still under warranty, the customer is responsible for shipping costs to Enova Illumination, and Enova Illumination will be responsible for the shipping of the item(s) back to the customer. Enova Illumination will ship product returns by the same means of shipping speed/method as when the customer's original shipment was sent. (A special request for expediting would be possible only if arranged by and paid at the customer's expense.) Enova Illumination reserves the right to replace the item with a like product or upgraded product and may provide the customer with a new or refurbished product rather than repair the original product returned under warranty.

When products are returned for servicing/repair and are not under warranty, the customer is responsible both for the shipping costs to Enova Illumination and for the shipping costs to return products back to the customer.

Any items that are lost or damaged in transit to Enova Illumination are the customer's responsibility, please consider insuring your package.