



Perfect View Video Solutions

03/26/2021

Sales Support

Perfect View sales support is available for product pricing, product selection and configuration assistance Monday through Friday from 8:00am until 5:00pm EST.

Phone > 888-550-5700 / Email > PerfectViewSales@Teleco.com

Technical Support

Perfect View technical support is available for installation and trouble-shooting assistance Monday through Friday from 8:00am until 5:00pm EST.

Phone > 866-578-9910 / Email > PerfectViewTech@Teleco.com

Warranty

ALL **Perfect View** Cameras, Recorders and Hard Drives have a 3-year warranty with the exception of **PTZ cameras**, which have a 2-year warranty.

Advanced Replacements for Out of Box Failure (within 30 days of purchase) will be received in 7-10 business days upon request. Upon verifying unit is defective account will be credited. If unit is not defective Advanced Replacement will be purchased. No Extended Warranty is offered. All other RMA will be ship to repair or replace at the discretion of Teleco Staff.

Repairs

Based on the extended length of the Perfect View standard warranty and the quick evolution of electronics, it may be cheaper to new purchase than repair. Repairs are available after factory assessment of cost to repair. Reminder - 3-Year Replacement or Repair Warranty on All TVI / IP Cameras & TVI / IP Recorders Exception >> 2-Year Replacement or Repair Warranty on IP / TVI PTZ cameras.

Returns

Requests to return any new and unused product to TELECO for credit can be made through Teleco Channel Dealer Support at 1-888-550-5700 or PerfectViewSales@teleco.com. A RMA may be issued with approval of TELECO Staff and is valid for 30-days. Any returned equipment without a RMA assigned will be refused and returned to the Customer. All returns will be subject to a 15-percent re-stocking fee.