

Horizon Automotive Enthusiast Camera

Secure360 Automotive Security Camera

Should you experience an issue or problem with any of your WAYLENS products, WAYLENS CUSTOMER SUPPORT is here to help. Please read the following information to determine if your WAYLENS product is in or out of warranty.

***DO NOT DISCARD YOUR PROOF OF PURCHASE. You will need it for any warranty claims through our customer support. WAYLENS is not responsible for any items submitted for a warranty claim without a proof of purchase.**

In warranty – repair/replacement

What this warranty covers :

WAYLENS warrants your product against all defects in materials and workmanship.

For how long :

One (1) year from the date of the original purchase. If your WAYLENS product has exceeded the one-year warranty period, please see *OUT OF WARRANTY* section below.

What we will do:

WAYLENS, at our discretion, will either repair or replace your product/component free of charge.

What we will not do:

WAYLENS will not pay shipping charges that you incur for sending your product to us. WAYLENS will not send a replacement product in advance of receiving the defective product.

If replacement product is sent to customer in exchange for defective product, the defective product becomes the property of Waylens.

What you must do to maintain this warranty:

Provide original proof of purchase from an authorized WAYLENS dealer.

Warranty exclusions/warranty does not apply to your product under any of the following conditions:

- Your product has been subjected to misuse or damage (including water damage, physical abuse, and/or improper installation).
- Your product has been modified in any way.
- Any costs related to removing or reinstalling the product.
- Your proof-of-purchase is from a non-authorized dealer or internet auction site (including E-bay, U-bid, or other non-authorized resellers).

What you should do if you experience an issue or problem with your WAYLENS product(s):

- Check the appropriate troubleshooting section on the WAYLENS website. It may have a solution to your problem.
- If you cannot find a solution via troubleshooting, contact us at support@waylens.com (<mailto:support@waylens.com>).

Out of warranty – repair service procedure



What we will do:

WAYLENS, at our discretion, will either repair or replace your WAYLENSproduct/component for the quoted fee.

What we will not do:

WAYLENS will not pay shipping charges that you incur for sending your product to us.

If replacement product is sent to customer in exchange for defective product, the defective product becomes the property of Waylens.

What you should do if you experience an issue or problem with your WAYLENS product(s):

- Check the appropriate troubleshooting section on the WAYLENS website. It may have a solution to your problem.
- If you cannot find a solution via troubleshooting, contact us at support@waylens.com (mailto:support@waylens.com).

IF YOUR WAYLENS PRODUCT NEEDS REPAIR OR REPLACED

- If WAYLENS CUSTOMER SUPPORT determines that your product needs to be returned to WAYLENS, the Customer Support Agent will issue a RETURN AUTHORIZATION NUMBER (RA#) which must be included in/on the outside of your shipping box.
- If necessary, the Customer Support Agent will send you a CREDIT CARD AUTHORIZATION FORM which will need to be filled out & returned in order to proceed with the repair service.

Include the following information with your WAYLENS product:

- Your REPAIR AUTHORIZATION NUMBER
- Your name and return ship to address
- Your daytime phone number (should we have any questions regarding your repair)
- A detailed description of the problem you are experiencing
- The completed & signed credit card authorization form, if necessary.

Credit Card Authorization Forms received incomplete or without signatures will be returned to customer & repair will be on hold until corrected form is received.

Send your WAYLENS product to:

Waylens Inc.

RA # _____

108 W Main Street

Mason, OH 45040

Horizon
(/support/product/2)
Secure360 WiFi
(/support/product/1)
Secure360 4G
(/support/product/0)

FAQ and Troubleshooting
(/support/faq)
Downloads (/download)
Community
(//forum.waylens.com)
Support Videos
(/support/guide)

Warranty
(/support/Warranty)

