

## **HIKVISION USA RMA POLICY**

**Document Purpose and Scope:** This document addresses return policies applicable to the products purchased by customer of Hikvision USA ("Customer") that are returned to Hikvision USA Inc. for repair or return.

**Amending this Policy:** Hikvision may choose to amend the Policy, in part or its entirety, at any time, without notice.

**Hikvision's Responsibility:** Hikvision's sole responsibility under Hikvision's warranty is limited to repairing or replacing the defective products returned by customers. For details on the product warranty provided by Hikvision USA for the respective products, please refer to the following table:

<b>PRODUCT CATEGORY</b>		<b>WARRANTY PERIOD (PARTS AND LABOR)</b>
DVRs / NVRs		36 months
DVSs		36 months
Cameras	PTZ (dome)	36 months
	IR	36 months
	Others	36 months
Compression Cards		36 months
Lenses And Accessories		36 months
Hard Drives		36 months

### **General Return Requirements and Instructions:**

**RMA Inquiry:** Prior to sending in your product, an RMA number must be authorized and issued to the Customer. To obtain authorization, an RMA form can be downloaded from the Hikvision website <http://www.hikvision.com/En/us/rmaform.asp> or requested via email [rma@hikvisionusa.com](mailto:rma@hikvisionusa.com). Once completely filled out, please email back to [rma@hikvisionusa.com](mailto:rma@hikvisionusa.com). Note that this RMA must be indicated on the outside of all returned packages. **Hikvision will refuse the package(s) without an RMA and return the product to the customer with freight due.**

**Expiration:** An RMA number is valid for thirty (30) calendar days after its issuance by Hikvision. Customer must return the product described in the RMA within thirty (30) days or a new RMA number will be required. If Hikvision does not receive the product(s) within the allowed

time-frame, the RMA will be closed and returns may be refused and process delayed.

**Return for Credit Policy:** We have a **90 day return policy** for defective items from the ship date to the dealers. With this request, please note that **DEALER PARTNER CODE and/or CUSTOMER NAME is REQUIRED. Without this** information on the form request will not be processed. Products outside the 90 day time period are not eligible for credit.

Product(s) returned with **tampered/removed labels, painted or any other modifications** will void the credit warranty. These product(s) can be repaired but fees may apply.

**Restocking Fee:** 10% restocking fee will be applied to any non-defective item returned within 90 days of the purchase date where the package has been determined to be **new and unopened upon return.**

**Advanced Replacement: one (1) year policy for returns/replacements.** In the unlikely case of product failure within the first year of ownership Hikvision will make the best effort to ship replacement product(s) of equivalent performance and specifications. A new PO via distribution is required to ensure proper processing of the replacement order. An RMA for Credit request is mandatory for the return of the defective product(s) and within 30 days from RMA number issuance, customer is required to return the defective product(s) to Hikvision USA. Please follow normal RMA Instructions when requiring an advance replacement. Please note that **DEALER PARTNER CODE and/or CUSTOMER NAME is REQUIRED** information on the form, otherwise request will not be processed.

**Repair:** Customer must fill out the RMA form with all the required information to assist the repair department with diagnosing and repairing the item. Warranty goods are repaired without contacting the customer. An "Estimation of Charges" is sent to customers for the repair of Non-Warranty goods, which they can review and sign if acceptable. **Non-warranty items require written authorization from the customer.** If an item is deemed "un-repairable" the customer is contacted and has the option of (1) have the product returned or (2) having the product scrapped.

**Returns from Direct Purchaser and Authorized Distributor:** Hikvision only accepts returns from direct purchasers and/or authorized distributors. If you should experience a problem with our product, please return to the point of purchase.

**Packaging Requirements:** All returned products must be packaged appropriately to prevent shipping damage and provide proper electrostatic discharge (ESD) protection. They must be packaged to afford individual mechanical protection so damage does not occur while the product is in-transit to Hikvision. It must be comparable to the packaging in which Hikvision originally

shipped the product. For multiple packages, each package must be labeled with the approved RMA number, properly sealed and enclosed with a copy of the RMA form with the shipment. Customer must enclose a packing list identifying the contents in each shipping carton.

**Freight Charges:** Customer will pay inbound freight of the returned product and Hikvision will pay the ground outbound freight of repaired/replaced product to Customer.