

HIKVISION USA RMA POLICY

Document Purpose and Scope: This document addresses return policies applicable to the products purchased by customers (“Customers”) that are returned to Hikvision USA Inc. for repair or replacement.

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:

Product Category		Warranty Period (Parts and Labor)
DVRs		36 months
DVSs		36 months
Cameras	PTZ (motor)	12 months
	PTZ (dome)	36 months
	IR	36 months
	Others	36 months
Compression Cards		36 months
Lenses And Accessories		36 months
Hard Drives		18 months

General Return Requirements

Instructions if you need an RMA: The following requirements apply if you require an RMA:

RMA Process: Prior to sending in your product please contact our technical support department (Tel. 909 895 0400) to obtain authorization. If authorized an RMA form will then be sent to you for completion and RMA number will also be issued to you at that time. Please fax (909 595 2788) or email back to sales@hikvisionusa.com . Note that this RMA number must be indicated on the outside of all returned packages. Hikvision may refuse to provide repair or replacement for product that the Customer forwarded to Hikvision without an RMA, and return the product to the Customer with freight due.

Expiration: An RMA 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 will be required.

Packaging Requirements: When packaging the products for shipping, all returns must meet the following requirements: All returned products must be packaged appropriately to prevent shipping damage and provide proper electrostatic discharge (ESD) protection.

All returned products must be packaged appropriately to afford individual mechanical protection so that damage does not occur while the product is in-transit to Hikvision. The packaging must be comparable to the packaging in which Hikvision originally shipped the product.

If Customer has multiple RMAs, then it must package the returned product separately according to RMA number; each RMA number must be individually packed and properly sealed. Customer must not mix multiple RMA's within the shipping boxes.

Each box of returned products must be clearly labeled with the RMA number and delivery address. If Customer is returning products in several boxes, and the products are all under the same RMA number, the Customer must properly mark each box to avoid partial shipments (for example, if Customer is shipping three boxes, the boxes must be marked as part 1 of 3, part 2 of 3, and part 3 of 3).

Customer must enclose a copy of the RMA form within the shipment. A list of the RMA numbers contained in the shipment must be attached to the carrier documentation on collection

Customer must enclose a packing list identifying the contents in each shipping carton.

Advanced Replacement Policy: In the unlikely case of product failure within the first (30) days of ownership Hikvision will, on a best effort basis, ship replacement product(s) of equivalent performance and specifications within one (1) business day. Within thirty (30) days from the date the replacement parts were shipped you are required to return the defective parts to HIKVISION USA or will be invoiced for replacement part. Please follow normal RMA instructions when requiring an advance replacement

Returns from Direct Purchaser: Hikvision only accepts returns from direct purchasers. If you should experience a problem with our product please return to point of purchase.

In-Warranty Returns

Eligibility: Customer is eligible for In-Warranty Returns as long as the terms and conditions of the product warranty have been met and the product is still within the warranty period. In-Warranty Returns that are approved by Hikvision will be forwarded to the applicable manufacturer for repair or replacement at Hikvision's and the applicable manufacturer's discretion. If applicable manufacturer elects to provide a replacement, Hikvision may replace the non-conforming product with refurbished product.

Repairs: For Repair RMA's the customer completes the RMA form indicating as much information so as to assist the repair department with diagnosing and repairing the item. Once the item is received the appropriate repair technician determines warranty status by checking serial number and/or firmware version with original shipping documentation (please reference warranty for products on page 1) Warranty goods are repaired without contacting the customer. If a Non warranty item requires repair the customer is sent an "Estimation of Charges" form 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) having the product returned or (2) having the product scrapped.

Returns for Credit: A 15% restocking fee will be applied to all products returned to Hikvision provided they were purchased within 90 days and package is determined to be new and unopened upon return. Products outside this time period are not eligible for credit.

Freight Charges: The Customer will pay inbound freight of the returned product and Hikvision will pay the outbound freight of repaired or replaced product to Customer.

Out-of-Warranty Returns: Out-of-Warranty Returns are returns of defective product or product to which Customer desires to have repair work completed, but are not covered within Hikvision's warranty terms and conditions.

RMA Instructions (Quick Guide)

Note: Hikvision USA only accepts returned equipment from direct purchasers. Please return your equipment back from where you purchased it from. Following these instructions will expedite the process.

How to Return Equipment or Components Via the RMA Process:

1. Obtain an **RMA Authorization number** from Hikvision technical support by calling 909 895 0400
2. Take authorization number along with suspect equipment to point of purchase
3. Ensure that all equipment and/or components you are returning are wrapped in packaging resistant to electrostatic discharge (ESD).
4. Ensure that all equipment and/or components you are returning are packed in sturdy containers (preferably the original containers).
5. Clearly mark the RMA number on the outside of the return shipping container(s).

IMPORTANT NOTICE

RMA numbers are valid for thirty (30) days from the date of issuance. If Hikvision USA does not receive the equipment to which the RMA number has been assigned within the allowed time frame, the RMA will be closed, and any equipment received bearing this RMA number after the expiration date may be refused and processed delayed. Neglecting to follow any or all of the above instructions may result in refusal to accept a returned item and/or a charge for repair, regardless of warranty status.