

## HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. RMA POLICY

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#### 1. Introduction

**1.1 Document Purpose and Scope:** This document addresses return policies applicable to the products purchased by customers (“Customers”) that are returned to Hangzhou Hikvision Digital Technology Co., Ltd. (“Hikvision”) for repair or replacement. To the extent that local law of the jurisdiction where the sale of product took place is inconsistent with a provision herein, and such local law does not permit waiver by contractual agreement, then such local laws shall apply only to the extent of the inconsistency. Any exceptions to this Policy requested by Customers must be approved in writing by Hikvision.

This Policy is eligible for Asia Pacific (excluding India), Middle East and Africa which shall be defined by Hikvision. In case of any conflicts between the Policy and each specific business region of Hikvision, the latter shall prevail.

**1.2 Amending this Policy:** Hikvision may choose to amend the Policy, in part or its entirety, at any time, without notice. The Policy may not be otherwise amended.

**1.3 Hikvision’s Responsibility:** Except otherwise agreed by the parties, Hikvision’s sole responsibility under Hikvision’s warranty is limited to repairing or replacing the defective products returned by Customer if the same is still within the product warranty period.

**1.4 Calculation of Warranty Period:** The warranty period starts from the shipment date of the product according to its serial number.

**1.5 Details of Standard Warranty Period:** For details on the product warranty provided by Hikvision for the respective products, please refer to the following:

Group	Category	Line	Default Warranty(Month)
Analog Group	Analog Cameras	Analog Cameras	24
		WebCam	24
		Lens & Accessories	24
	DVR	DVR	36
		eDVR	36
DVS	DVS	24	
Audio and Sensing Group	Audio	Analog Audio	24
		IP Audio	36

	Sensing	Speakerphones	24	
		Sensing product	60	
		Fiber Optical Sensing	60	
		Hyperspectral Sensing	60	
IP Group	IPC	1/2 Series IPC	24	
		3xx1/3xx7GxE Series IPC	36	
		3xx3/3xx5 Series IPC	60	
		3xx6/3xx7 Series IPC	60	
		6/7/8 Series IPC	60	
		Zoom Camera/Zoom Camera Module	36	
	Speed Dome	Mini PTZ Series Speed Dome ( DE3 3inch &DE2 2inch &DE1 1inch)	24	
		AE/DE Series Speed Dome	24	
		AF/DF Series Speed Dome	60	
		DY3/DY5 Series PTZ Positioner	36	
		DY7/DY9/DYH Series PTZ Positioner	60	
		Anti-corrosion / Anti-explosion	60	
	Thermal Imaging	Black Body	24	
		Security Thermal Cameras	60	
		Thermography Cameras	60	
		Thermal Uncooled Microbolometer Detector	120	
	NVR	7 Series NVR	36	
		8/9 Series NVR	60	
		I Seires AcuSense NVR	60	
		DeepinMind NVR	60	
		eNVR	36	
	Center Group	Commercial Monitor	LCD	36
			LED	12
			DLP	12
Interactive Flat Panel Display		Interactive Display	24	
		Interactive Display Accessories	12	
		Digital Signage	24	
		Conference Camera	36	

	Monitor	Monitor	24	
	Controller	Integrated Platform	24	
		Decoder	36	
		Video Wall Controller	36	
		Keyboard	24	
	Transmission	Switch	36	
		Wireless Bridge	36	
		Wireless Router	36	
		UPS	24	
		Cable	60	
	All-in-one Server	Blazer	36	
	Network storage	Hybrid SAN	60	
		Cluster storage	60	
	Server	DeepinMind Server	36	
VMS Server		36		
General Purpose Server		36		
MT Group	Intelligent Transportation System	Traffic Cameras	24	
		Supplement Light and Auxiliary	24	
		Traffic Server	24	
		Signal Control	24	
		Radar	24	
		RFID	24	
	PDA	PDA	24	
		PDA Battery	12	
	Portable Terminal	PVR System	24	
		Portable PTZ Cameras	24	
		Body Worn Camera	24	
		Body Worn Camera Battery	12	
		Others	24	
	Entrance & Exit	Entrance & Exit	24	
		Parking Guidance	24	
		City Parking	24	
	Mobile Group	Mobile Video Recorder	Mobile DVR	24
			Mobile NVR	24
Mobile Camera		Mobile Analog Camera	24	
		Mobile Network Camera	24	
Mobile Accessories		Mobile Accessories	24	

	Dash Cameras	Industry Dash cameras	24
		Consumer Dash cameras	12
	Field Assist System	360 AVM System	24
		Four-way Monitoring System	12
Non-video Group	Access Control	Access Controller	24
		Access Control Terminal	24
		Card Reader	24
		Card Issuer /Card Enrollment Station	24
		Lock	24
		Speed Gate / Turnstile	24
	Intercom	Video Intercom	24
		Hilook Series	12
		SIP Phone and Server	24
	Alarm	Wireless Panels	24
		Wireless Peripherals and Modules	24
		Wireless Detectors	24
		Wired Panels	24
		Wired Peripherals and Modules	24
		Wired Detectors	24
		Card	24
		Alarm Detector Structure Accessories	24
		Emergency Alarm	24
	Security Inspection	Hand-held Metal Detector	24
		Walk-through Metal Detector	24
		X-ray Inspection	24
		Intelligent security analyzer	24
		Liquid detection equipment	24
		Explosive & Narcotics Detector	24
		Under-Vehicle inspection Equipment	24
		Explosion-proof Equipment	24
		Millimeter wave Body Scanner	24
HDD	2.5" HDD	All series	24

	3.5" HDD	Surveillance	36
		Enterprise	60 (Only for procurement from Hikvision in China)

- \* The warranty of products for special projects is subject to **sales and purchase agreement**.
- \* The warranty of prototype sold at a discount is subject to **sales and purchase agreement**.
- \* The warranty of accessories such as DVD burner, camera power supply and lens is subject to **sales and purchase agreement**.
- \* The warranty of unlisted products is subject to **sales and purchase agreement or official document**.
- \* Consumables such as mouse, bracket, power cable and data cable are guaranteed for 12 months, and the warranty period starts from the shipment date of the product.

## 2. General Return Requirements

2.1 **Return Requirements:** The following requirements shall apply to all product returns:

- 2.1.1 **RMA Number Required:** Approval from Hikvision, as documented by a Return Material Authorization ("RMA") request (in Appendix 1) and RMA number issued by Hikvision, must be obtained by the Customer prior to the return of any product. 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.
- 2.1.2 **RMA Discrepancies:** Hikvision reserves the right to refuse to liaise with the applicable manufacturer, and to return product to Customer at Customer's expense, if upon receipt of product, Hikvision determines that the prerequisites for the return of product have not been met and/or that the product returned does not match the product described in the RMA. Hikvision further reserves the right to charge Customer handling fees for such returns.
- 2.1.3 **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.
- 2.1.4 **Limitation of Liability for Hikvision:** It is Customer responsibility to backup all existing data, or/and to erase all existing data before requesting for warranty services. Customer understands and agrees that Hikvision is not responsible for

all costs, losses, and liabilities, nor responsible recovery, or compromise of data, programs or loss of use of equipment arising out of the services provided by Hikvision. Customer further represents that product does not contain illegal files or data which may be against the data protection laws or other applicable laws or regulations.

**2.1.5 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, then 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.

**2.1.6 Invoicing Requirements:** For all returns, Customer must include three copies of invoice documentation with the following attributes when shipping returned products to another country:

- Return Shipping Invoice date
- RMA number
- RMA Request Form
- Quantity of each product
- Clear description of each product using layman terms (acronyms are not acceptable)
- Value of each product (including products provided by Hikvision free of charge and sample products)

- Currency in which the value is stated
- Country of origin of the product
- Terms of delivery
- Full name and address of the consignee and “attention to” person and a contact telephone number (if applicable)
- Signature of a representative who can attest that the invoice accurately reflects the shipment content.
- Copy of Hikvision invoice under which the product was purchased

2.2 **Turnaround times:** Customer acknowledges that turnaround times are dependent on that of the Hikvision’s supplier for certain products, Customer’s compliance condition with this RMA policy and other variables. Hikvision does not warrant that turnaround times will comply with any specific timeframe or with Customer’s requirements or that of Customer’s end customers.

### 3. Exclusions For Warranty

3.1 **Scope:** Hikvision's products in any of the following circumstances are excluded from Hikvision's free-of-charge warranty. However, customers may choose Out-of-warranty repairs.

3.1.1 Valid warranty document and original purchase invoice or receipt cannot be shown, and the former serial number label is altered, changed or torn down, there is no serial number or the product model or number on the warranty document is inconsistent with the product.

3.1.2 The warranty period specified by HIKVISION is exceeded.

3.1.3 Malfunctions and damages resulting from failure of use, maintenance and storage according to the user manual or the working environment indicated in the user manual.

3.1.4 Malfunctions or damages resulting from installation, repairs, changes or disassembly by the organizations NOT authorized by Hikvision.

3.1.5 Damages resulting from accidents or other force majeure.

### 4. Technical In-Warranty Returns

4.1 **Returns from Customer’s customers:** Customer shall be directly responsible for the warranty support to its own customers. Customer’s customers are not eligible to return the product for repair or replacement to Hikvision directly.

4.2 **Returns whether In-Warranty or Out-of-Warranty:** Customer is responsible for determining which of the defective products are within the product warranty period or otherwise and, if they fall outside, Customer shall be responsible for all expenses and

costs incurred thereby (including the cost of repair or replacement of such defective products).

- 4.3 **In-Warranty Returns:** In-Warranty Returns are returns of defective product made within the product warranty period provided under the relevant contract terms. Customer is hereby advised to check and confirm the respective product warranty period provided under the relevant contract terms.
- 4.4 **Eligibility:** Customer is eligible for In-Warranty Returns so long as the terms and conditions of the product warranty have been met and the product is still within the warranty period, and not applicable for Exclusion For Warranty. 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.
- 4.5 **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 needs to be repaired, then 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.
- 4.6 **Request Period:** The RMA request must be made within the warranty period associated with the returned product.
- 4.7 **Freight Charges:** The Customer will pay inbound freight of the product returned to Hikvision RMA center and Hikvision will pay the outbound freight of repaired or replaced product to Customer.

## 5. Technical Out-of-Warranty Returns

- 5.1 **Out-of-Warranty Returns:** Out-of-Warranty Returns are returns of defective product or product to which Customer desires to have work done, but are not covered within Hikvision's warranty terms and conditions.
- 5.2 **Eligibility:** Out-of-Warranty Returns are by approval and upon payment of Hikvision's prevailing administrative fee.



- 5.3 **Request Period:** The RMA request can be made at any time, but Hikvision is under no obligation to provide support or repair for Out-of-Warranty Returns.
  
  - 5.4 **Freight Charges:** The Customer will pay inbound freight and outbound freight.
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**Appendix 1**

**Request for Return Authorization**

Please complete all fields to expedite processing. Hangzhou Hikvision Digital Technology Co., Ltd. will issue RMA# within 24 hours after receipt of completed form. Package without RMA# on the box will not be accepted. All returned products are subject to verification by Hangzhou Hikvision Digital Technology Co., Ltd. RMA progress will normally take 2-4 weeks depends on the stock of the product and component.

Request: Repair ( ) Exchange ( )

Company Name \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact:: \_\_\_\_\_

PI #	Date of Purchase	Model Name	Serials #	Description of Problem
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***For Hikvision office use only:***

*Exchange/Repaired*

*Approved By:*

*Customer Serves Comments:*

**RMA #:** \_\_\_\_\_