

## HIKVISION BIG W Market Place online market Statement

Dear HIKVISION Australia customers,

I am writing to you today regarding recent developments that have affected our mutual business interests. It has come to our attention that one Hikvision product, 8MP AcuSense Outdoor Network Turret Camera, has been made available on the BIG W Market Place, which may potentially impact the integrity of our brand.

Upon our initial investigation, we have determined that the product on BIG W Market Place is not authorized through our distribution channels in Australia, which means that such products will not be entitled to the warranties and after-sale services.

We want to assure you that we are actively addressing this issue, with multiple steps to investigate more and contact Tristar Online, the company responsible for listing our products on the retail platform, with a view to shedding light on what may have caused this.

Please rest assured that Hikvision is committed to working with our partners to deliver professional service in the Australian market, and upholding the highest standards of quality and integrity in all aspects of our business operations. We value our partnership with you deeply and are fully dedicated to resolving this matter swiftly and effectively.

We will keep you informed of any updates as we work towards a resolution. Thank you for your understanding and continued support.

Kind Regards,

Hikvision Australia Pty Ltd  
May 28, 2024

### **Hikvision Oceania**

Headquarters: 46 Brookhollow Ave, Baulkham Hills, New South Wales 2153, Australia

Main: +61 1300 557 450 / +64 (0) 92173127

Tech Support Line: +61 1300 976 305

Sales Email: [sales.au@hikvision.com](mailto:sales.au@hikvision.com) / [sales.nz@hikvision.com](mailto:sales.nz@hikvision.com)

Website: [www.hikvision.com/au-en/](http://www.hikvision.com/au-en/)