



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
		Lens & Accessories	24
	DVR	7 Series DVR	24
		8/9 Series DVR	36
		Board	24
		eDVR	36

	DVS	DVS	24
	Hilook	Hilook	12
Audio Group	Public Address	Analog Audio	24
		Network Audio	36
		Paging Microphone	24
		PA Kit	24
		PAVA Product	24
		Accessories	24
	Commercial Audio	Commercial Audio	36
	Pro-Audio	Professional Audio	24
	Security Audio	Security Speaker	24
Security Pick Up		24	
Sensing Group	Acoustic Sensing	Acoustic Imager	60
		Other Acoustic Sensing Product	60
	Optical&Laser Sensing	Fiber Optical Sensing Product	60
	Spectral Sensing	Hyper Spectral Sensing Product	36
		Cooler of GCI/FTIR	12
	Spatial Positioned Sensing	Spatial Positioned Sensing	36
	Other Sensing	Other Sensing	36
Sensing Accessories	Sensing Accessories	36	
IP Group	IP Camera	Wireless IPC	24
		1 Series IPC	24
		2 Series IPC	24
		3xx1/3xx7GxE Series IPC	36
		3xx3/3xx6/3xx7 Series IPC	60
		5/7/8 Series IPC	60
		6 Series IPC	60
		Covert Network Camera - (DS-2CD2Dxx Series)	36
		Anti-corrosion/Explosion Proof IPC	60
		Underwater Camera	24

		Zoom Camera/Zoom Camera Module/Covert Network Camera	36
		Battery(Replaceable Modular Battery and Built-in Battery)	24
	Speed Dome	Mini PTZ Series Speed Dome ( DE1~3 Series)	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 PTZ	60
		Battery(Replaceable Modular Battery and Built-in Battery)	24
	NVR	7 Series NVR (except I/M Series NVR )	24
		8/9 Series NVR	60
		I /M Series NVR	60
		DeepinMind NVR	60
		eNVR	36
	Hilook	Hilook	12
Interactive Flat Panel Display Group	Interactive Flat Panel	Interactive Display	36
		Interactive Display Accessories	12
	Digital Signage	Digital Signage	24
	Video Conference	PTZ Camera	36
		Conference Bar	36
		WebCam	24
Center Group	Commercial Monitor	LED Cabinet	24
		LED Module	12
		LCD	24
	Controller	LED Controller	36
		Decoder	36
		Video Wall Controller	36
		Keyboard	24
	Monitor	Monitor	24
	UPS	Online UPS	12

		Back-up UPS	24
		UPS Battery	12
		IT Cabinet	12
	Networking	SOHO Networking	36
		Switches	36
		Wireless Bridge	36
		WLAN	36
		Router	36
		Accessories	36
		Network Cables	60
	All-in-one Server	Blazer	36
	Network storage	Hybrid SAN	60
		Cluster storage	60
	Server	Deepmind Server	60
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
		RFID	24
	PDA	PDA	12
		PDA Battery	12
		PDA Accessories	12
	Portable Terminal	Body Worn Camera	24
		Body Worn Camera Battery	12
		PVR System	24
		Portable PTZ Cameras	24
		Others	24
	HikAuto Radar	Radar	Security Radar
Industrial Radar			24
Entrance & Exit and Parking Group	Entrance & Exit	Entrance & Exit Camera	60
		Barrier Gate	24
		Entrance & Exit Controller	24
		Payment Machine	24

		Entrance & Exit Controller Printer/Scanner Component	12	
		Payment Machine Printer/Scanner Component	12	
		Others	24	
	Parking Guidance	Parking Guidance Camera	60	
		Others	24	
	City Parking	City Parking Camera	60	
		Others	24	
	Electric Vehicle Charging Stations	Electric Vehicle Charging Stations	24	
	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	
		SIP Phone and Server	24	
		Hilook	12	
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	
		Hilook	12	
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
		Food Inspection	12
		Electronics Inspection	12
		Object Security Inspection Aid & Accessory	12
		HDD	2.5" HDD
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 #:** \_\_\_\_\_