

HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. RMA POLICY

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- 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.
- 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. For details on the product warranty provided by Hikvision for the respective products, please refer to the following:

Group	Category	Line	Europe Default Warranty (Months)
analog group	analog cameras	analog cameras	36
	DVR	7 Series DVR	36
		89 Series DVR	36
		Board	36
	DVS	DVS	36
	Hilook	Hilook	24
IP group	IPC	1 Series IPC	36
		2 Series IPC	36
		3/4/5/7/8 Series IPC	36
		6 series IPC	36
		zoom camera/zoom camera module	36
	speed dome	AE/DE Series speed dome	36
		AF/DF Series speed dome	36
		PTZ	36
		anti-corrosion/anti-explosion	36
	Thermal	Thermal camera(except the detector)	36

		Thermal uncooled microbolometer detector	120
	NVR	7 Series NVR	36
		89 Series NVR	36
	Hilook	Hilook	24
center group	large screen	LCD	36
		LED	36
		DLP	36
		displayer (≤24 inches)	36
		displayer (>24 inches)	36
		interactive display	36
		information release screen	36
	control	integrated platform	36
		decoder	36
		video wall controller	36
	transmission	optical transceiver/switch	36
		transmission cable	60
	all-in-one server	Blazer	36
	storage	SAN	36
MT group	intelligent transportation system	data center	36
		universal server	36
		traffic cameras	36
		supplement light and auxiliary	36
		traffic server	36
	mobile	signal control	36
		RFID	36
		mobile	36
	portable terminal	PVR system	36
		portable speed dome	36
		body camera	36
		others	36
	entrance & exit	entrance & exit	36
		parking lot	36
	Security Inspection Product	Security Inspection Product	24
non-video group	access control	access controller	36
		access control terminal	36
		card reader	36
		card issuer /card enrollment station	36

		Turnstile	36
	lock	smart lock	24
	intercom	video intercom	36
	alarm	Hikvision Wired Panels	24
		Hikvision Wireless Panels	24
		Hikvision Wireless Panel Kits	24
		Hikvision Accessories	24
		Emergency Alarm	24
		Perimeter Protection	24
		Hikvision Wired Detectors	24
		Hikvision Wireless Detectors	24
Intelligent Storage	Consumer storage device – portable storage	M100/M200 Series	24
		Portable T100 Series	36
	Consumer storage device - NAS	W100 Series	12
		H100 Series	Device:24 HDD/SSD: 36
	Consumer SSD	C100, E100, E100N/E1000N Series	36 or SSD lifespan, whichever occurs first.
	Enterprise SSD	S100, S200 Series	36 or SSD lifespan, whichever occurs first.
	Surveillance SSD	V100/V200 Series	36 or SSD lifespan, whichever occurs first.
	Consumer memory card	E1/E10/C1 Series	84 or memory card lifespan, whichever occurs first.
	Surveillance memory card	H1, L1/L2, H10 Series	24 or memory card lifespan, whichever occurs first.

* Warranty period for the peripheral such as hard disk drives shall be subject to the warranty period which is provided at the time of purchase of such equipment.

* Warranty period for consumer, enterprise and surveillance SSD products: three years or SSD lifespan, whichever occurs first. The products are covered by the warranty for one of the following periods, whichever occurs first: 1) three years from the date of purchase by the original end user customer or 2) until the date when the usage of the drive, measured by SMART detection of Hikvision's tools, exceeds the drive's standard lifespan or range of application.

* Warranty period for consumer memory card products: seven years or memory card lifespan, whichever occurs first. The products are covered by the warranty for one of the following periods, whichever occurs first: 1) seven years from the date of purchase by the original end user customer or 2) until the date when the usage of the memory card, measured by SMART

detection of Hikvision's tools, exceeds the memory card's standard lifespan or range of application.

* Warranty period for surveillance memory card products: two years or memory card lifespan, whichever occurs first. The products are covered by the warranty for one of the following periods, whichever occurs first: 1) two years from the date of purchase by the original end user customer or 2) until the date when the usage of the memory card, measured by SMART detection of Hikvision's tools, exceeds the memory card's standard lifespan or range of application.

* The warranty does not cover use of consumer memory card and SSD products in relation to the following occasions or devices (as defined by Hikvision): (1) normal wear and tear, (2) IP and network cameras, (3) display devices for loop playback, (4) video monitoring, security and surveillance devices, (5) on-board recording devices and dashcams, (6) continuous recording devices, (7) continuous data storage devices such as servers, or (8) other overuse that exceed standard range of application defined in manuals.



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 fourteen (14) calendar days after its issuance by Hikvision. Customer must return the product described in the RMA within fourteen (14) days or a new RMA will be required.

2.1.4 Packaging Requirements:

2.1.4.1 When packaging the products for shipping, all returns must meet the following requirements:

- a. All returned products must be packaged appropriately to prevent shipping damage and provide proper electrostatic discharge (ESD) protection.

- b. 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.
- c. 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.
- d. 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).
- e. 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
- f. Customer must enclose a packing list identifying the contents in each shipping carton.

2.1.5 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 applicable manufacturer, Customer's compliance 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. Warranty Scope

- 3.1 **Scope:** Hikvision's products in any of the following circumstances are excluded from Hikvision's free-of-charge warranty. However, users 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'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. 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 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.
- 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 returned product 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. Hikvision will liaise with its applicable manufacturer upon payment of such 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 outbound freight.

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 #: _____