

An abstract graphic on the left side of the page consisting of several overlapping, semi-transparent grey triangles of various sizes and orientations, creating a complex, star-like or crystalline shape.

RMA PROCEDURE

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1. RMA request procedure

Distributor requests an RMA by providing the models and serial numbers including a fault description of the goods, which will be returned (make use of the standard Excel example).

The following models will be suitable for repair or for credit within the warranty period:

solutio	Product line	Marterial group 1	Marterial group2	reference model
repair	Analog Group	DVR	7 Series DVR	DS/IDS-73/78/79
			8/9 Series DVR	DS/IDS-8/9
	Center Group	All-in-one Server	Blazer	Blazer
		Commercial Monitor	Digital Signage	DS/IDS-D6
			Interactive Display	DS-D5A/51
			LCD	DS-D2
			LED	DS-D4
			Decoder	DS-6
			Keyboard	DS-10/16/1200KI
			Video Wall Controller	DS-C
			Data Center	
		Data Center	Universal Server	
		Monitor	Monitor	DS-D5032/43/55
		Storage	Storage	
	Transmission	Optical Transceiver/Switch		
	Hilook	Hilook		
	IPC	4/5/6/7/8 Series IPC	DS/IDS-2CD/XE/XM 4/5/6/7/8	
	IP Group	NVR	7 Series NVR	DS/IDS-77/work stati
8/9 Series NVR			DS/IDS-8/9	

		Speed Dome	AE/DE Series Speed D	DS-2AE/DE
			AF/DF Series Speed D	DS/IDS-2AF/DF
			Anti-corrosion/Anti-explosion	
			PTZ Positioner	DS/IDS-2DY
			Zoom Camera/Zoom Camera Module	DS-2ZM
		Thermal Imaging	Thermal Camera(Except the Detector)	DS-2T/HM-T
	MT Group	Entrance & Exit	Entrance & Exit	
		Intelligent Transportation System	RFID	
			Signal Control	
			Supplement Light and Auxiliary	
			Traffic Cameras	
			Traffic Server	
		Mobile	Mobile	DS/IDS-M
		Portable Terminal	Portable Terminal	
		Access Control	Turnstile	DS-K3XXX
		Alarm	Emergency Alarm	DS-PER
	Non-video	Radar	Hikvision Radar	DS-PR
		Security Inspection	Baggage Scanner	NP-SCXX
			Hand-held Metal Detector	NP-SHXX
			Walk-through Metal Detector	NP-SMGXX
credit	other			

The service option (repair or credit) for each requested unit will already be mentioned on the RMA form (PDF format) that will be sent to distributor. This enables the distributor to proactively provide the right service to their customers. In other words, if the unit will be credited, the distributor can already exchange the product to their customer from their own stock. In case of credit product categories, the credit amount will be based on the distributor's latest purchase price.

Note: the same form will be used also for repairs of Out Of Warranty units. The distributor will always first receive a price quotation for the repair cost for approval.

EXAMPLE

Return Material Authorization Form

Company Name: HIKVISION	Default Price:	Price:
Address: Malatya 1	Phone Number:	
City: Malatya	Phone: 23179	Fax Number: 23179
Country: Turkey	CCA:	As:

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	Model name:	Serial number:	Warranty status:	Defect description:	Accessories attached:	Customer Reference Number:	RMA unit solution:
1	DS-2CD4525FHD-IZ02-A-38w(20-300)	82968094	IN WARRANTY	NO NETWORK		21849	✓ Repair Credit
2	DS-2CD2122FHD-A-87 Rev2(20-300)	84270378	IN WARRANTY	PROBLEM FOCUS		56	Repair ✓ Credit
3	DS-2DE3228-AH(20-300)	84660037	IN WARRANTY	PROBLEM FOCUS		56	Repair Credit
4	DS-2CD4525FHD-382-Trend(20-300-STD)	74840247	IN WARRANTY	PROBLEM OF NETWORK		21857	✓ Repair Credit
5	DS-2CD4525FHD-382-Trend(20-300-STD)	74840237	IN WARRANTY	PROBLEM OF NETWORK		21857	✓ Repair Credit
6	DS-A-2275FHD-A-87 Rev2(20-300)	75147435	IN WARRANTY	PROBLEM OF NETWORK		21856	Repair ✓ Credit
7	DS-A-2275FHD-A-87 Rev2(20-300)	72846354	IN WARRANTY	PROBLEM OF NETWORK		23826	Repair ✓ Credit
8	DS-A-2275FHD-A-87 Rev2(20-300)	78105452	IN WARRANTY	PROBLEM OF NETWORK		23826	Repair ✓ Credit
9	DS-2DE3228-AH(20-300-STD)	72846331	IN WARRANTY	PROBLEM OF NETWORK		23826	Repair ✓ Credit
10	DS-2CD4525FHD-382-Trend(20-300-STD)	78105454	IN WARRANTY	PROBLEM OF NETWORK		21856	✓ Repair Credit

Return Material Authorization Form (RMA) (English)

RMA number: RR180305002 (RMA) (English)

For out of warranty products, Hikvision will provide an estimated repair cost which needs to be approved by you firstly before the repair will be fulfilled.

2. Shipping procedure

The distributor needs to fulfill the following checks before shipping the goods:

- Do the goods match exactly with the RMA request form;
- Are the products tested as defective;
- Are the goods not damaged, caused by external influence;
- Are the returned goods properly packed;
- The RMA document must be in the box;
- The RMA document is valid for 14 calendar days;
- In case the RMA does not comply with the RMA procedure as mentioned in this document, Hikvision reserves their right to return the product(s) on customers account.
- The RMA label must be completely filled in and labeled on each box / pallet.

HIKVISION | **EXAMPLE**

RMA number: RR_____
(Please, fill in)

**RMA
Label**

Box / pallet: 1 of 2
(Please, fill in)

Hikvision Europe
Dijksterhuis 5
2132 PK Hoofddorp
The Netherlands
T +31 20 5462170

www.hikvision.com

3. Communication

All communication regarding RMA can be addressed to: rma.eu@hikvision.com in English.

All handled units will be reported on the RMA report with a detailed description of the performed service. This report will be sent to the distributor.

4. DOA procedure

In case a product fails directly after connecting / using it for the first time, this unit can be returned as a DOA (Dead on Arrival). These cases need to be separately requested by e-mail sent to the RMA department.

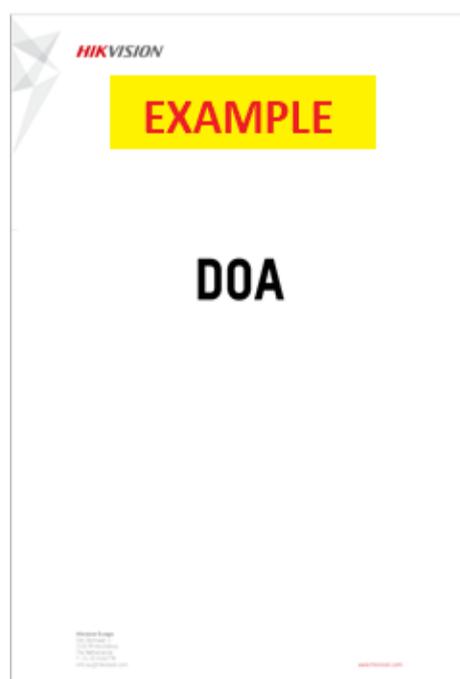
The DOA procedure is applicable for the products that are not already in the credit category.

It means that products that are normally being repaired can be sent as DOA, which results in fact that they will be exchanged for a new unit. However, there are some specific rules for the DOA procedure:

- Delivery date (date of invoice by Hikvision) of the unit cannot be older than 3 month EU delivery) or 4 months (China delivery);
- Products have to be new and complete in original box;
- The product needs to be defective;
- In case, after inspection, one of the above conditions is not met, the unit will be either repaired or returned without return up to the customer's choice.

The DOA request from the distributor (by e-mail) will be followed up by the DOA / RMA forms, which have to be attached to the returned DOA.

The returned DOA product(s) need to be labeled with the following sign



5. Warranty

Refer to latest <Regulation of Overseas Extended Warranty Policy For Hikvision Europe> documents.

