

DISCLAIMER



Hikvision Warranty Disclaimer

To Our Valued Partners and Customers,

Hikvision is a world leading provider of security products and solutions. Featuring an extensive and highly skilled R&D workforce, Hikvision designs and manufactures a full suite of comprehensive products and solutions for a broad range of vertical markets. HIKVISION branded products are highly technical devices that require substantial product knowledge for the best possible system design, installation, support, and maintenance that our customers and end users deserve. In order to better serve our customers and end users, Hikvision has set up an excellent pre and after-sales service system network and only sells products through authorised distributors/wholesalers and installation/integration partners (hereinafter referred as “Authorised Partners”) worldwide. These Authorised Partners provide full support and services including product supply, installation, adjustment and warranty.

Please be aware that HIKVISION branded products purchased from any third party other than our Authorised Partners may be counterfeit, used, defective, or simply not designed for usage in your country. Because we have no means to determine whether these products (if sold by those unauthorised) are used, refurbished, counterfeited, stolen, or otherwise compromised, Hikvision cannot offer a warranty to products sold by parties other than our Authorised Partners, which would in turn affect your access to our full support and services. Parties other than our Authorised Partners would not have the necessary capability to provide appropriate system design, installation, support, maintenance and alike. As reasons stated, we may not be able to help you if you have a problem with an unauthorised dealer or online seller.

Hikvision UK & Ireland

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Before the purchase of any HIKVISION branded products, we recommend all our installers and system integrators contact the supplier for their Authorised Partner ID and verify the supplier is a Hikvision Authorised Distributor or Hikvision Authorised Wholesaler. This will help ensure the purchased HIKVISION branded products are distributed through official authorised channels.

If you are a consumer who had Hikvision products fitted and installed by a professional installer, we highly recommend you to check with your installer to ensure they have purchased HIKVISION branded products through official authorised channels.

You can find a Hikvision Authorised Distributor in the United Kingdom and Ireland at <https://www.hikvision.com/uk/Partners/channel-partners/find-a-distributor/>.

You can also find a Hikvision Authorised Wholesaler by using our verification system. Currently all Hikvision Authorised Wholesalers are provided with a unique code as our “Authorised Partner ID” in the format of “HIKXXXXXXXX” (HIK + 8-digit numbers). You can easily verify by inputting the ID or the name of the seller at <https://www.hikvision.com/uk/Partners/channel-partners/wholesaler/>.

Unfortunately, there may exist some dealers or websites which claim to be authorised Hikvision resellers while they are not. So please use the above method to check the authenticity in order to protect your best interest. If you still have any questions, do not hesitate to contact us via <https://www.hikvision.com/uk/all-forms/contact-us/>.

Please also be aware that due to the technicality, specifications of products may vary in different countries. Therefore, Hikvision warranties are only applicable within the region in which the product has been sold. Hikvision does not generally offer a global warranty unless specifically mentioned for specific products/regions. We would always advise Hikvision customers to contact local Hikvision representatives to see what assistance is possible.

Thank you for your continued support of our industry-leading video surveillance products.