

Warranty Policy

Reolink provides two (2) years limited warranty for its IP Camera/NVR Products.

Reolink only warrants products purchased from our [store](#) and official Amazon store.

Warranty Claim Process

Please fill out an RMA (Return Merchandise Authorization) request form and send to Reolink support center by email support#reolink.com (replace # with @). The RMA request form can be downloaded [here](#) (RMA download file). Defective items returned within the manufacturer's warranty period will be replaced or repaired at no cost to you.

We are not responsible for packages lost in transit.

Return Policy

At Reolink, we are committed to our customers' satisfaction. If the product did not meet your expectations, you can request for a full refund or exchange within 30 days from the purchasing date.

Within **30 days**, customers can return products in original packaging (Shipping fees may apply). Within warranty, customers can get a full refund or replacement when receiving defective items (Shipping fees may apply). Customers must inform us within 30 days of the Order date if they are missing products' part or receiving the wrong products. In order to make the process more efficient and effective, please fill out a RMA Request Form online. The RMA number must be on your return-shipping label and in the box.

Return Claim Process

Before returning any product to Reolink for any reason, please first obtain an RMA (Return Merchandise Authorization) number by email. You can complete the online form to request an RMA number. Online RMA requests are processed within 2 business days. Reolink customer support can also assist in obtaining an RMA number. The following information may be required in order to complete the RMA request:

Your name

Address

Phone number

Order ID

Reolink Product's Model Number

Serial Number

A brief description of the problem that is occurring with the product to be returned

If your return is approved, please ship the product in original packaging to the address we provided.

We will process your refund and automatically apply a credit to the credit card associated to your original order. Please allow 7-15 business days for credit to clear.

Part 1. Return within 30 Days for Refund (with or without Reason)

A)Refund Policy for Product Purchased Directly from Reolink

If the Reolink product that you purchased directly from Reolink does not meet your satisfaction or does not apply to your installation application (the “Product for Refund”), you may return your Product for Refund to Reolink for a full refund within 30 days of the order date unless otherwise specified in the products’ listing on our website, on the receipt or packing slip.

For your own benefit, we recommend that you use a traceable carrier that can provide you with the delivery confirmation to ship your Product for Refund back to the location instructed in the RMA authorization. Reolink shall not be responsible for any loss or damage to the Product for Refund caused in transit.

To avoid any delay or denial of processing your refund request, please verify that your Product for Refund satisfies all of our following inspection criteria (the “Inspection Criteria”).

The Product for Refund must be:

- 1.In the original manufacturers packaging, and shipped securely;
- 2.Complete with all the accessories, documentations, and standard certification labels originally, including, but is not limited to, UL listing, capacity, brand name, UPC code;
- 3.Free of any permanent alterations including, but not limited to paint, altered connection inputs, severed wires or cables, or indication of removed screws/fasteners or seals;
- 4.Free from damages of any type, including, but not limited to dents, scratches, cracks, abuse, defacement or damages resulting from power surges;
- 5.Labeled with a security seal, which is intact and not tampered with.

The Product for Refund will be thoroughly inspected by Reolink when received and a decision will be made whether the Inspection Criteria are met. If your Product for Refund fails to satisfy the Inspection Criteria (the “Non-conforming Product for Refund”) and has been shipped to Reolink, your Non-conforming Product for Refund will be rejected or subject to a restocking fee of up to **15%** at Reolink’s sole discretion. The inspection may take up to 5 business days from the time your Product for Refund is received.

If the Non-conforming Product for Refund is rejected by Reolink, you will be billed with the cost and fees of shipping the Non-conforming Product for Refund from Reolink back to you.

B)Refund Policy for Product Purchased from Third-Party Stores or Vendors

If the Reolink product that you have purchased from the third-party stores or vendors does not function to your satisfaction or does not apply to your installation, please contact the third-party store or vendor where the product was originally purchased for the return and refund policy. All the return and refund processes related to the Reolink products purchased from third-party stores

or vendors are subject to the specific policies of the third-party stores or vendors. Please refer to the return and refund policy of the original store or vendor that you purchased your Reolink product for specific information.

Part 2. Warranty Return

In the event that your Reolink product becomes defective and if it's within Reolink's limited warranty and within the warranty period (2-year warranty), you may return your defective product (the "Returned Product") to us for repair or replacement.

A)Shipping of Returned Product to Reolink

For your own benefit, we recommend that you use a traceable carrier that can provide you with delivery confirmation to ship your Returned Product back to the location instructed in the RMA authorization. Reolink shall not be responsible for any loss or damage to the Returned Product caused in transit.

B)Shipping of Repaired Product and Replacement from Reolink to You

If the returned product is tested and found to be defective and covered by the Reolink's limited warranty, Reolink will ONLY provide free ground shipping for the repaired product or replacement to the continental USA destination. If you are outside the continental USA, Reolink reserves the right to charge you with the additional shipping cost and other fees to ship the repaired product or replacement back to you.

If the returned product is tested and found to be non-defective or not covered by the Reolink's limited warranty by the certified Reolink RMA technicians, you should be responsible for arranging shipment of the returned product from Reolink to your location.

C)Cross Shipment

In the event that a replacement product is needed immediately, a cross-shipment option is available if the original purchase date is within 6 months of the cross-shipment request. Reolink will ONLY provide free ground cross shipment to the continental USA destination. Any cross shipment to areas outside the continental USA will be charged additional shipping cost and other fees.

Requesting this option implies that your returned product has the defective part and you will ship it back to Reolink within 25 calendar days of the authorization of the cross shipment.

If the returned product is verified not covered by Reolink's limited warranty by the certified Reolink RMA technicians, you should be responsible for arranging shipment of the returned product from Reolink to your location.

D)Upgrade or Exchange Procedure

Reolink is unable to exchange any returned product with a different type unless the returned product satisfies all the following requirements:

1. The returned product is returned to Reolink for repair or replacement under the Reolink's limited warranty and within the warranty period (2-year warranty);

2. The returned product is found to be defective and non-repairable by the certified Reolink RMA technicians;
3. Products under the same model to the returned product are out of stock.

If the returned product satisfies the described requirements, Reolink will offer, at its sole discretion, a variety of options for substitution or an upgrade product.

Part 3. Missing Parts Procedure

A) For Order Shipped Directly from Reolink's Warehouse

If your ordered product arrived incomplete, Reolink may require image confirmations at our discretion before replacements for any missing part that is shipped out.

If your order included the product with a hard-disk drive, and a hard-disk drive was not installed in the product that you received, Reolink may ask for image confirmations before exchanging the product you received with a complete one.

If your order was not delivered or the ordered product arrived damaged, please contact Reolink customer support. In the event that your ordered product arrived damaged or incomplete due to external damages, please keep all interior and exterior packaging as this is needed when we file the shipping claim with the carrier service we used to ship your order.

B) For Order Shipped from Third-Party Stores or Vendors

If your order arrived incomplete, was not delivered, or the ordered product was damaged, please contact the third-party store or vendor where the order was placed and shipped through the detailed policy or information.

We are sorry to learn that you are not 100% satisfied with your purchase. Please keep in mind that we are standing by 24/7 if you have any questions about our products or service. You may reach us by writing email to support#reolink.com (replace # with @).

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.