



HIKVISION USA RMA POLICY

Document Purpose and Scope: This document addresses return policies applicable to the products that are purchased by authorized distributors of Hikvision USA and that are returned to Hikvision USA Inc. for repair or return.

Amending this Policy: Hikvision may choose to amend the Policy, in part or its entirety, at any time, without notice.

Hikvision's Responsibility: Hikvision's sole responsibility under the Hikvision warranty is limited to repairing or replacing the defective products returned by authorized distributors and direct purchasers. For details on the product warranty provided by Hikvision USA for the respective products, please refer to the following table:

PRODUCT CATEGORY	WARRANTY PERIOD (PARTS AND LABOR)
DVRs / NVRs	36 months
DVSs	36 months
PTZ (Dome) Cameras	36 months
IR Cameras	36 months
Other Cameras	36 months
Compression Cards	36 months
Lenses and Accessories	36 months
Hard Drives	36 months
microSD Cards	24 months

General Return Requirements and Instructions:

RMA Inquiry: Prior to returning your product, an authorized RMA number must be issued to the Distributor. To obtain authorization, an RMA form can be downloaded from the [Hikvision website](#) or requested via email at rma.usa@hikvision.com. Once the form is completely filled out, please email it back to rma.usa@hikvision.com. **Note that the**

RMA number must be clearly written in black or blue ink in large type on the outside of all returned packages. Hikvision will refuse the package(s) without an RMA number and return the product to the customer with freight due.

Expiration: An RMA number is valid for ninety (90) calendar days after its issuance by Hikvision. The distributor must return the product described in the RMA, or else a new RMA number will be required. If Hikvision does not receive the product(s) within the allowed time frame, the RMA will be closed and returns may be refused, potentially delaying the process.

Returns from Direct Purchaser and Authorized Distributor: Hikvision only accepts returns from direct purchasers and/or authorized distributors. If you should experience a problem with our product, please return it to the point of purchase.

Return for Credit Policy: Hikvision has a 90-day return policy for defective items. Warranty begins from the date the distributor ships the product to dealers/end-users. The dealer or end-user is required to send the defective product(s) back to the distributor for return processing. Distributors must submit a return authorization request with Hikvision via the RMA form. Returns outside the 90-day time period are not eligible for credit. Product(s) that have been painted, tampered with, that have labels removed, or any other modifications will void the credit warranty. These product(s) may be repaired but fees may apply.

Advance Replacement: Hikvision has a one (1) year warranty policy for replacement/returns. Dealers/end-users must send the defective product(s) back to the distributors. Distributors may then offer an over the counter exchange option if the product is available at the branch. If the product is out of stock, the distributor will have to issue and submit a new purchase order with Hikvision, which Hikvision can deliver directly to the dealer/end-user. Once the exchange/replacement is completed, the distributor must submit the return authorization request with Hikvision via the RMA form within 30 days, otherwise the request will not be processed.

In the unlikely case of product failure within the first year of ownership Hikvision will make the best effort to ship replacement product(s), via distribution, of equivalent performance and specifications. An RMA for Credit request is mandatory for the return of the defective product(s). Please follow normal RMA instructions when requiring an advance replacement.

Repair: The distributor must fill out and submit the RMA form with all the required information to assist the repair department with diagnosing and repairing the item. Warranty goods are repaired without contacting the customer. An "Estimation of Charges" is sent to customers for the repair of Non-Warranty goods, which they must 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, (2) having the product scrapped or (3) purchasing a new unit as replacement.

Packaging Requirements: All returned products must be packaged to afford individual mechanical protection so damage does not occur while the product is in transit to Hikvision. In addition, the packaging must provide proper electrostatic discharge (ESD) protection. All packaging should be comparable to the packaging in which Hikvision originally shipped the product. For multiple packages, each package must be labeled with the approved RMA number and properly sealed, and a copy of the RMA form must be enclosed with the shipment. The distributor or customer must enclose a packing list identifying the contents in each shipping carton.

Freight Charges: The distributor will pay inbound freight of the returned product and Hikvision will pay the ground outbound freight of the repaired product to the customer.

- **Hikvision USA**

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Toll Free: +1-866-200-6690 (U.S. and Canada only)

Technical Support: tel: 909-612-9039 or email: techsupport.usa@hikvision.com

Sales: sales.usa@hikvision.com

Partnership (OEM/ODM): partnership.usa@hikvision.com

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.