

## HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD. RMA POLICY

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#### 1. Introduction

**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.

This Policy is eligible for Asia Pacific (excluding India), Middle East, Europe and Africa which shall be defined by Hikvision. In case of any conflicts between the Policy and each specific business region of Hikvision, the latter shall prevail.

**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.

**1.4 Calculation of Warranty Period:** The warranty period starts from the shipment date of the product according to its serial number.

**1.5 Details of Standard Warranty Period:** For details on the product warranty provided by Hikvision for the respective products, please refer to the following:

Group	Category	Line	Default Warranty(Month)
Analog Group	Analog Cameras	Analog Cameras	24
		Lens & Accessories	24
	DVR	7 Series DVR	24
		8/9 Series DVR	36
		Board	24
	DVS	DVS	24
Hilook	Hilook	24	
	WebCam	WebCam	36

Video & Audio Collaboration Group	Video Conference	Conference camera	36	
		Speakerphone	36	
		Microphone	36	
IP Group	IPC	1 Series IPC	36	
		2 Series IPC	36	
		3xx1/3xx7GxE Series IPC	36	
		3xx3/3xx5 Series IPC	60	
		3xx6/3xx7 Series IPC	60	
		6/7/8 Series IPC	60	
		Zoom Camera/Zoom Camera Module	36	
	Speed Dome	Mini PTZ Series Speed Dome ( DE3 3inch &DE2 2inch &DE1 1inch)	24	
		AE/DE Series Speed Dome	24	
		AF/DF Series Speed Dome	60	
		PTZ Positioner	60	
		Anti-corrosion / Anti-explosion	60	
	Thermal Imaging	Black Body	24	
		Security Thermal Cameras	60	
		Thermography Cameras	60	
		Thermal Uncooled Microbolometer Detector	120	
	NVR	7 Series NVR	24	
		8/9 Series NVR	60	
		I Seires AcuSense NVR	60	
		DeepinMind NVR	60	
	Hilook	Hilook	24	
	Center Group	Commercial Monitor	LCD	24
			LED	24
DLP			24	
Interactive Display			24	
Digital Signage			24	
Monitor		Monitor	24	
Controller		Integrated Platform	24	
		Decoder	36	
		Video Wall Controller	36	
		Keyboard	24	

	Transmission	Switch	24
		Wireless Bridge	24
		Wireless Router	24
		Cable	60
	All-in-one Server	Blazer	36
	Network storage	Hybrid SAN	60
		Cluster storage	60
	Data Center	DeepinMind Server	36
General Purpose Server		36	
MT Group	Intelligent Transportation System	Traffic Cameras	24
		Supplement Light and Auxiliary	24
		Traffic Server	24
		Signal Control	24
		RFID	24
	Portable Terminal	PVR System	24
		Portable PTZ Cameras	24
		Body Camera	24
		BWC Battery	12
		Others	24
	Entrance & Exit	Entrance & Exit	24
Parking Lot		24	
Mobile Group	Mobile Video Recorder	Mobile DVR	24
		Mobile NVR	24
	Mobile Camera	Mobile Analog Camera	24
		Mobile Network Camera	24
	Mobile Accessories	Mobile Accessories	24
	Dash Cameras	Industry Dash cameras	24
Consumer Dash cameras		24	
Non-video Group	Access Control	Access Controller	24
		Access Control Terminal	24
		Card Reader	24
		Card Issuer /Card Enrollment Station	24
		Lock	24
		Speed Door / Turnstile	24
	Intercom	Video Intercom	24
		SIP Phone	24

		Speaker	24
	Alarm	Hikvision Wired Panels	24
		Hikvision Wireless Panels	24
		Hikvision Wireless Panel Kits	24
		Hikvision Accessories	24
		Hikvision Wired Detectors	24
		Hikvision Wireless Detectors	24
		Emergency Alarm	24
		Hikvision Radar	24
	Security Inspection	Hand-held Metal Detector	24
		Walk-through Metal Detector	24
		X-ray Inspection	24
		Intelligent security analyzer	24
		Liquid detection equipment	24
		Explosive & Narcotics Detector	24
Under-Vehicle inspection Equipment		24	
Explosion-proof Equipment		24	
HDD	2.5" HDD	All series	24
	3.5" HDD	Surveillance	36
		Enterprise	60 (Only for procurement from Hikvision in China)

- \* The warranty of products for special projects is subject to **sales and purchase agreement.**
- \* The warranty of prototype sold at a discount is subject to **sales and purchase agreement.**
- \* The warranty of accessories such as DVD burner, camera power supply and lens is subject to **sales and purchase agreement.**
- \* The warranty of unlisted products is subject to **sales and purchase agreement or official document.**
- \* Consumables such as mouse, bracket, power cable and data cable are guaranteed for 24 months, and the warranty period starts from the shipment date of the product.