



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 MICROIMAGE INTELLIGENT TECHNOLOGY CO., LTD. (“HIKMICRO”) 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 HIKMICRO.
- 1.2 **Amending this Policy:** HIKMICRO 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 **Limited Warranty:** HIKMICRO warrants that from the date of purchase and for the applicable warranty period, the products will conform in all material respects to its specifications at the time of sale and be free from material defects under proper use and service in accordance with the specifications. “Specifications” means the specifications delivered to Customer with or in the product and/or published on HIKMICRO’s website for the applicable version of the product. Customer agrees that Specifications and other warranty information may be supplied only in the English language, unless otherwise required by local law without the possibility of contractual waiver or limitation. This limited warranty extends only to Customer and is not transferable to any other party and any transfer made in violation of this provision shall be void. The warranty applies only to the unmodified portion of the products. Customer is responsible for the results obtained from the use of the Products. Customer’s sole remedy, and HIKMICRO’s sole liability, for any breach of the foregoing warranty shall be to replace or repair any part or parts (or redeliver services) which were delivered in breach of the foregoing warranty.
- 1.4 **HIKMICRO’s Responsibility:** Except otherwise agreed by the parties, HIKMICRO’s sole responsibility under HIKMICRO’s warranty is limited to repairing or replacing the defective products returned by Customer if the same is still within the product warranty period. For details on the Standard Limited Warranty Period (from the Purchase Date) provided by HIKMICRO for the respective products, please refer to the following:

Products	Standard Limited Warranty Period
Security Thermal Cameras	3 years on components and 10 years on the uncooled sensor
Commercial Vision	3 years on components and 10 years on the uncooled sensor 1 year on rechargeable battery if applicable
Handheld Thermography	3 years on components and 10 years on the uncooled sensor 2 years on rechargeable battery if applicable

2. General Return Requirements

2.1 **Return Requirements:** The following requirements shall apply to all product returns:

2.1.1 **RMA Number Required:** Approval from HIKMICRO, as documented by a Return Material Authorization (“RMA”) request (in Appendix 1) and RMA number issued by HIKMICRO, must be obtained by the Customer prior to the return of any product. HIKMICRO may refuse to provide repair or replacement for product that the Customer forwarded to HIKMICRO without an RMA, and return the product to the Customer with freight due.

2.1.2 **RMA Discrepancies:** HIKMICRO reserves the right to refuse to liaise with the applicable manufacturer, and to return product to Customer at Customer’s expense, if upon receipt of product, HIKMICRO determines that the prerequisites for the return of product have not been met and/or that the product returned does not match the product described in the RMA. HIKMICRO further reserves the right to charge Customer handling fees for such returns.

2.1.3 **Expiration:** An RMA is valid for fourteen (14) calendar days after its issuance by HIKMICRO. Customer must return the product described in the RMA within fourteen (14) days or a new RMA will be required.

2.1.4 **Packaging Requirements:**

2.1.4.1 When packaging the products for shipping, all returns must meet the following requirements:

- a. All returned products must be packaged appropriately to prevent shipping damage and provide proper electrostatic discharge (ESD) protection.
- b. All returned products must be packaged appropriately to afford individual mechanical protection so that damage does not occur while the product is in-transit to HIKMICRO. The packaging must be comparable to the packaging in which HIKMICRO originally shipped the product.
- c. If Customer has multiple RMAs, then it must package the returned product separately according to RMA number; each RMA number must

be individually packed and properly sealed. Customer must not mix multiple RMA's within the shipping boxes.

- d. Each box of returned products must be clearly labeled with the RMA number and delivery address. If Customer is returning products in several boxes, and the products are all under the same RMA number, then the Customer must properly mark each box to avoid partial shipments (for example, if Customer is shipping three boxes, the boxes must be marked as part 1 of 3, part 2 of 3, and part 3 of 3).
- e. Customer must enclose a copy of the RMA form within the shipment. A list of the RMA numbers contained in the shipment must be attached to the carrier documentation on collection
- f. Customer must enclose a packing list identifying the contents in each shipping carton.

2.1.5 Invoicing Requirements: For all returns, Customer must include three copies of invoice documentation with the following attributes when shipping returned products to another country:

- Return Shipping Invoice date
- RMA number
- RMA Request Form
- Quantity of each product
- Clear description of each product using layman terms (acronyms are not acceptable)
- Value of each product (including products provided by HIKMICRO free of charge and sample products)
- Currency in which the value is stated
- Country of origin of the product
- Terms of delivery
- Full name and address of the consignee and "attention to" person and a contact telephone number (if applicable)
- Signature of a representative who can attest that the invoice accurately reflects the shipment content.
- Copy of HIKMICRO invoice under which the product was purchased

2.2 Turnaround times: Customer acknowledges that turnaround times are dependent on that of the applicable manufacturer, Customer's compliance with this RMA policy and other variables. HIKMICRO does not warrant that turnaround times will comply with any specific timeframe or with Customer's requirements or that of Customer's end customers.

3. Warranty Scope

- 3.1 **Scope:** HIKMICRO's products in any of the following circumstances are excluded from Hikmciro's free-of-charge warranty. However, users may choose Out-of-warranty repairs.
- 3.1.1 Valid warranty document and original purchase invoice or receipt cannot be shown, and the former serial number label is altered, changed or torn down, there is no serial number or the product model or number on the warranty document is inconsistent with the product.
 - 3.1.2 The warranty period specified by HIKMICRO is exceeded.
 - 3.1.3 Malfunctions and damages resulting from failure of use, maintenance and storage according to the user manual or the working environment indicated in the user manual.
 - 3.1.4 Malfunctions or damages resulting from installation, repairs, changes or disassembly by the organizations NOT authorized by HIKMICRO.
 - 3.1.5 Damages resulting from electrical short circuit, transients, accident, fire, flood or other force majeure.
 - 3.1.6 Unauthorized sources of supply.

4. Technical In-Warranty Returns

- 4.1 **Returns from Customer's customers:** Customer's customers are not eligible to return the product for repair or replacement to HIKMICRO directly.
- 4.2 **Returns whether In-Warranty or Out-of-Warranty:** Customer is responsible for determining which of the defective products are within the product warranty period or otherwise and, if they fall outside, Customer shall be responsible for all expenses and costs incurred thereby (including the cost of repair or replacement of such defective products).
- 4.3 **In-Warranty Returns:** In-Warranty Returns are returns of defective product made within the product warranty period provided under the relevant contract terms. Customer is hereby advised to check and confirm the respective product warranty period provided under the relevant contract terms.
- 4.4 **Eligibility:** Customer is eligible for In-Warranty Returns so long as the terms and conditions of the product warranty have been met and the product is still within the warranty period. In-Warranty Returns that are approved by HIKMICRO will be forwarded to the applicable manufacturer for repair or replacement at HIKMICRO's and the applicable manufacturer's discretion. If applicable manufacturer elects to provide a replacement, Hikmciro may replace the non-conforming product with refurbished product.
- 4.5 **Repairs:** For Repair RMA's the customer completes the RMA form indicating as much information so as to assist the repair department with diagnosing and repairing the item. Once



the item is received the appropriate repair technician determines warranty status by checking serial number and/or firmware version with original shipping documentation (please reference warranty for products on page 1) Warranty goods are repaired without contacting the customer. If a Non warranty item requires repair the customer is sent an "Estimation of Charges" form which they can 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 or (2) having the product scrapped.

- 4.6 **Request Period:** The RMA request must be made within the warranty period associated with the returned product.
- 4.7 **Freight Charges:** The Customer will pay inbound freight of the returned product and HIKMICRO will pay the outbound freight of repaired or replaced product to Customer.

5. Technical Out-of-Warranty Returns

- 5.1 **Out-of-Warranty Returns:** Out-of-Warranty Returns are returns of defective product or product to which Customer desires to have work done, but are not covered within HIKMICRO's warranty terms and conditions.
- 5.2 **Eligibility:** Out-of-Warranty Returns are by approval and upon payment of HIKMICRO's prevailing administrative fee. HIKMICRO will liaise with its applicable manufacturer upon payment of such fee.
- 5.3 **Request Period:** The RMA request can be made at any time, but HIKMICRO is under no obligation to provide support or repair for Out-of-Warranty Returns.
- 5.4 **Freight Charges:** The Customer will pay inbound freight outbound freight.



HIKMICRO

Appendix 1

Request for Return Authorization

Please complete all fields to processing. HANGZHOU MICROIMAGE INTELLIGENT TECHNOLOGY CO., LTD. will issue RMA# within 24 hours after receipt of completed form. Package without RMA# on the box will not be accepted. All returned products are subject to verification by HANGZHOU MICROIMAGE INTELLIGENT TECHNOLOGY CO., LTD. RMA progress will normally take 2-4 weeks depends on the stock of the product and component.

Request: Repair () Exchange ()

Company Name _____

Phone _____ Fax _____

Address: _____

City _____ State: _____ Zip: _____

Contact: _____

PI #	Date of Purchase	Model Name	Serials #	Description of Problem
------	------------------	------------	-----------	------------------------

For HIKMICRO use only:

Exchange/Repaired

Approved By:

Customer Serves Comments:

RMA #: _____

Warranty Extension Rate

Products	Third Year	Fourth Year	Fifth Year
Security Thermal Cameras	-	10%	20%
Commercial Vision	-	10%	20%
Handheld Thermography	-	10%	20%
Black Body	10%	20%	30%