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RMA Policy & Process Notice

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1 Overview

This document describes DVTEL's (the "Company") Return Merchandise Authorization (RMA) policy and process, applicable as of January 1, 2014. This policy is applicable for products purchased as of January, 2010 and covers DVTEL's Edge Device products (Encoders & Cameras), Accessories (power supplies, switches, keyboards, mount, etc.), NVR's (Meridian Line). Servers, computers and storage products are not covered by this policy.

The policy reflects the Company's decision to offer improved warranty support and repair services including:

- Free of charge repair service
- Reduced turnaround repair time
- Simplification of the RMA administration process

This revision replaces the former revision "H" and is applicable as of January 1, 2014.

2 Warranty Periods

The applicable warranty period for DVTEL products will depend on whether the product has a "product lifetime" warranty or a "fixed period" warranty. Product lifetime warranties are explained in Sections 2.1-2.3 below, and "fixed period" warranties are explained in Section 2.4 below.

2.1 Product Lifetime Warranties

Certain DVTEL products described in Section 2.3 below come with "product lifetime" warranties. This means that DVTEL will provide warranty service, in accordance with the product warranty, for as long as that product has an "Active" or "Supported" status (as defined below), but never for a shorter period than the applicable Minimum Warranty Period set out per product type in Section 2.3 below. After a product is "End of Life" (as defined below) and the Minimum Warranty Period has expired, DVTEL will cease warranty service for that product. The definitions in Section 2.2 below are useful to understand when a product has an "Active" or "Supported" status. In addition, a diagram illustrating the periods in which a product has an "Active" or "Supported" status is shown at the end of the definitions in Section 2.2.

2.2 Definitions

“General Availability” or “GA” means the date that DVTEL announces that a product is warranted and available for regular purchase.

“Manufacture Discontinued” or “MD” means the date specified in a DVTEL announcement that the manufacturing and regular sale of the product is terminated.

“End of Life” or “EOL” means the date specified in a DVTEL announcement that the product has reached the end of its sale and support life.

“Active” means the status of a product during the period starting from the General Availability (GA) date until the date specified in a DVTEL announcement that the manufacturing and sale of the product are to be discontinued (MD). During this period, the product is available for purchase.

“Supported” means the status of a product during the period starting on the MD date until the date specified in a DVTEL announcement that the product has reached its End of Life (EOL). During this period, the product is no longer available for purchase.



2.3 DVTEL Products Subject to Product Lifetime Warranty

The minimum warranty period for DVTEL products that come with a “product lifetime” warranty is set forth per product type below (the “Minimum Warranty Period”):

- ioi products Standard Definition (SD) (other than ioi Thermal and ioi HD Cameras) – Minimum Warranty Period: 2 years
- Encoders & decoders – Minimum Warranty Period: 3 years.
- Network cameras fixed, bullet and mini-dome Quasar Line – Minimum Warranty Period: 4 years
- Network cameras fixed and mini-dome line (except Quasar line) – Minimum Warranty Period: 2 years.

Note: DVTEL reserves the right to make changes to the above-described “product lifetime” warranty periods by posting the changes on the DVTEL website and/or by otherwise notifying the customer accordingly.

2.4 DVTEL Products Subject to Fixed Period Warranty

The warranty periods for DVTEL products that come with a “fixed period” warranty are set out below.

- LAN switches and electronic accessories – 1 Year.
- Mechanical and Electro-mechanical products (Power supplies, Keyboards, mounts, cables) – 1 Year.
- Monitors – 1 Year
- Meridian – 3 Years
- ioi Thermal cameras – 2 Years
- ioi HD camera line – 4 Years
- Network cameras PTZ Line (Including Quasar Line) – 2 years. At the start of the 3rd year, the repair fee for this line of cameras will be an amount equal to 10% of the product’s then current MSRP price.

Note: DVTEL reserves the right to make changes to the above-described “fixed period” warranty periods by posting the changes on the DVTEL website and/or by otherwise notifying the customer accordingly.

3 Warranty Support and Repair Process

For every support request, the customer will be asked to provide the product type and a problem description. Generally, the product’s serial number (S/N) is not required by DVTEL prior to its performance of warranty support and repair services, except in the case of DVTEL’s loimage thermal cameras and where the S/N is requested by the applicable local sales office outside of the United States.

Upon receipt of a warranty claim, the following shall apply:

- 3.1 DVTEL will first check the product's then current status (i.e., Active, Supported or EOL) in DVTEL's ERP system.
- 3.2 If the product's applicable warranty period has expired, including cases where a product has reached its EOL date, the DVTEL support team will not repair or replace the product, and will direct the customer to the relevant sales office, which may propose an alternative, replacement product or service.
- 3.3 If a product's warranty period has not expired, the DVTEL support team will recommend a solution for the customer.
- 3.4 If it is agreed that an RMA should be initiated, DVTEL will issue an RMA number and will request the customer to ship the faulty product to the nearest DVTEL regional repair center.
- 3.5 After the faulty product arrives at DVTEL's repair center, DVTEL will perform an initial diagnostics test to determine whether the warranty has been voided by the acts or omissions of the customer, as specified in the product's warranty terms and conditions, and whether the claimed fault can be found.
- 3.6 If the warranty has been voided, DVTEL will request the customer to send a purchase order or will be charged according to the customer's applicable payment terms to cover the repair cost;
- 3.7 If DVTEL finds no fault with the product, DVTEL will charge the customer a testing fee of \$125, payable in accordance with the payment terms applicable to the customer.
- 3.8 If DVTEL does find fault with the product (and the warranty has not be voided), DVTEL will commence the in-warranty repair process.
- 3.9 In order to reduce the turnaround repair time, DVTEL, in its sole discretion, may propose to the customer to supply a refurbished, replacement product from DVTEL's inventory in exchange for, and instead of repairing the customer's original product unit (such proposal hereinafter referred to as an "Advance RMA"). The customer may decline an Advance RMA proposal and request that DVTEL continue with the warranty service in respect of the original product unit. In such case, DVTEL will inform the customer of the expected repair time.

- 3.10 If the customer accepts DVTEL's Advance RMA proposal, the customer will be requested to send a purchase order to document the Advance RMA process and the customer's agreement to exchange the original product for the refurbished replacement unit. Once DVTEL receives the customer's purchaser order, DVTEL will promptly send to the customer the refurbished/replacement product unit, subject to availability, and the customer must promptly return the original product unit to DVTEL, and such product unit will become DVTEL's property for future use by DVTEL.
- 3.11 Without limiting DVTEL's discretion whether or not to propose an Advance RMA (as stated above), DVTEL reserves the right to decline Advance RMA requests from any customer who has not returned to DVTEL such customer's original product unit after receiving an Advance RMA unit from DVTEL.
- 3.12 Advance RMA for DVTEL's loimage thermal cameras may take longer than Advance RMA for other DVTEL equipment and may require compliance with applicable export licensing rules and regulations.
- 3.13 Where DVTEL has not proposed or agreed to provide an Advance RMA, DVTEL will provide the customer with detailed shipping information (destination address, tracking number etc.) upon completion of DVTEL's warranty service.

4 Shipping Policy

- 4.1 When in-warranty products are returned by the customer and repaired or replaced by DVTEL, the following shipping terms will apply:

Domestic (US) Customers:

- Customer Shipments to DVTEL: the customer ships the product to DVTEL's office at the customer's expense.
- DVTEL Shipments to Customer: DVTEL sends a working unit (Advance RMA unit or the repaired/replaced unit) to the customer at DVTEL's expense (using UPS Ground Shipping). If the customer requests faster shipping, the customer will be responsible for using its own forwarder and for bearing the costs of such shipment.

International Customers:

- For products being shipped internationally, the shipping policy will be defined locally by each region.

- 4.2 When out-of-warranty products are returned by the customer, DVTEL may require the customer to pay all costs of shipping, customs and duties.

5 General

DVTEL reserves the right to modify this RMA and Process Notice at any time by posting the changes on the DVTEL website and/or by otherwise notifying the customer accordingly. For further information, please contact your regional DVTEL Regional Sales Manager.