



RMA Policy & Process Change Notice

This document describes DVTel's new Return Merchandise Authorization (RMA) process, applicable as of Jan 1st, 2012. The policy reflects our decision to offer improved support and repair services and includes:

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

Definitions

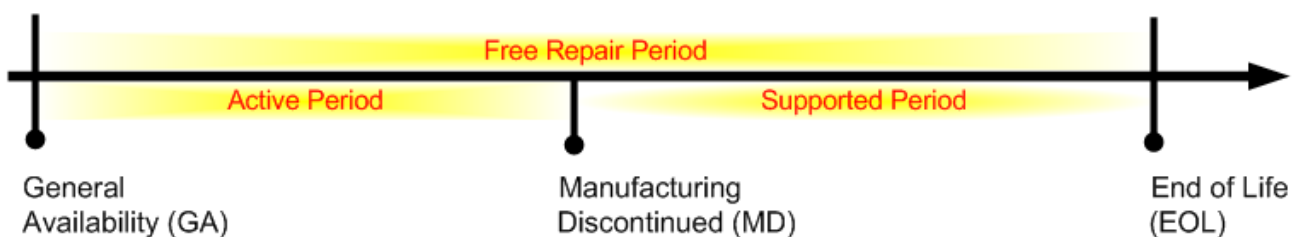
General Availability (GA) - The date that DVTel announces that a product is available for regular sale.

Manufacture Discontinued (MD) - The date that DVTel announces that manufacture and regular sale of the product is terminated.

End of Life (EoL) - The date that DVTel announces that the product has reached the end of its sale and support life.

Active - The status of a product during the period starting from the General Availability (GA) date until the date that DVTel announces the manufacture/sales of the product is to be discontinued (MD). During this period, the product is available for purchase and will be supported as well.

Supported - The status of a product during the period starting on the manufacture/sales discontinued (MD) date, until the date that DVTel announces that the product has reached its End of Life (EoL). During this period, the product is only supported and is no longer available for purchase.





Support and Repair Policy

- DVTel will provide free support; bug fixing, repair or replacement for products in the Active and Supported categories covered in this notice based on “Return to Factory for Repair”.

The repair will be free of charge unless it was found that the product was physically abused or used in out-of-specification conditions.

There will be a testing fee (\$125 + Shipping cost) for products that were tested at the factory and found to be NFF (No Fault Found).

- Supported Period (as defined above) for DVTel’s products will be as follows:
 - Analytics (ioi) products – not less than 1 year
 - Encoders & decoders – not less than 3 years
 - Network cameras (except Quasar Line) – not less than 2 years
 - Quasar Line of fixed and mini-dome cameras – not less than 4 years
 - Quasar HD PTZ cameras – 1 year
 - Other products, not manufactured by DVTel and sold by DVTel – supported according to the repair policy of the OEM
 - Changes to the Supported Period may occur and will be communicated accordingly
- Limited Product Warranty - A warranty that does not cover all product failures (i.e. excludes mechanical moving parts. For such products, DVTel will define the applicable repair policy).

Support and Repair Process

- For every support request, the customer will be asked to provide the product type and a problem description. Product S/N is not mandatory for the support service and repair. The support process will start by checking the product status (Active, Supported or EoL) in DVTel’s ERP system.
- If a product has reached its EoL date, no support will be provided and the customer will be directed to the relevant sales office that may propose an alternative, replacement product.
- If a product is in its Active or Supported period, the DVTel support team will recommend the best way to provide a solution for the customer.
- If it is agreed that an RMA should be initiated, DVTel will create an RMA number and the customer will be requested to ship the faulty product to the nearest DVTel regional repair center.
- Shortly after the faulty unit arrives at DVTel’s repair center, initial diagnostics will be performed to check if :
 - Warranty voided - i.e. it was found that the product was physically abused or used in out-of-specification conditions
 - NFF – no fault found during diagnostics.
- If the warranty was voided, the customer will be requested to send a PO or will be charged according to the payment terms to cover the repair cost.
- If no fault was found, the customer will be requested to send a PO or will be charged according to the payment terms to cover the testing fee.
- If none of the above was found, a free-of-charge repair process will be initiated.



- In order to reduce the turnaround repair time, there may be cases where DVTel proposes to supply a replacement/refurbished unit from DVTel's stock in exchange for the suspect unit. The customer may decline this proposal and request that DVTel return the same physical unit that was sent for repair. In such cases, DVTel will inform the customer of the expected repair time.
- A customer with an SSA agreement will be able to request an advance shipment of a replacement product for a suspect product (Advance RMA). In this case, the customer will be requested to send back the suspect unit within 14 days. DVTel reserves the right to decline Advance RMA requests from customers who have outstanding suspect units that have not been returned to DVTel.
- Once the repair is completed, the unit will be sent to the customer followed by a detailed shipping notification (destination address, tracking number etc.).
- Shipping Policy – The shipping of regular or advance RMA will be as follows:
 - **Domestic (US) customers**
 - **Customer to DVTel:** The customer ships the product to DVTel's office at the customer's expense.
 - **DVTel to customer:** DVTel returns the working unit to the customer at DVTel's expense (using UPS Ground shipping). Should the customer request faster shipping, this will be at their cost, and using their Forwarder.
 - **International customers** – For products being shipped internationally, the shipping policy will be defined locally by each region.

This RMA process change is part of DVTel's CARE program aimed at improving customer satisfaction. For further information, please contact your regional DVTel sales manager.