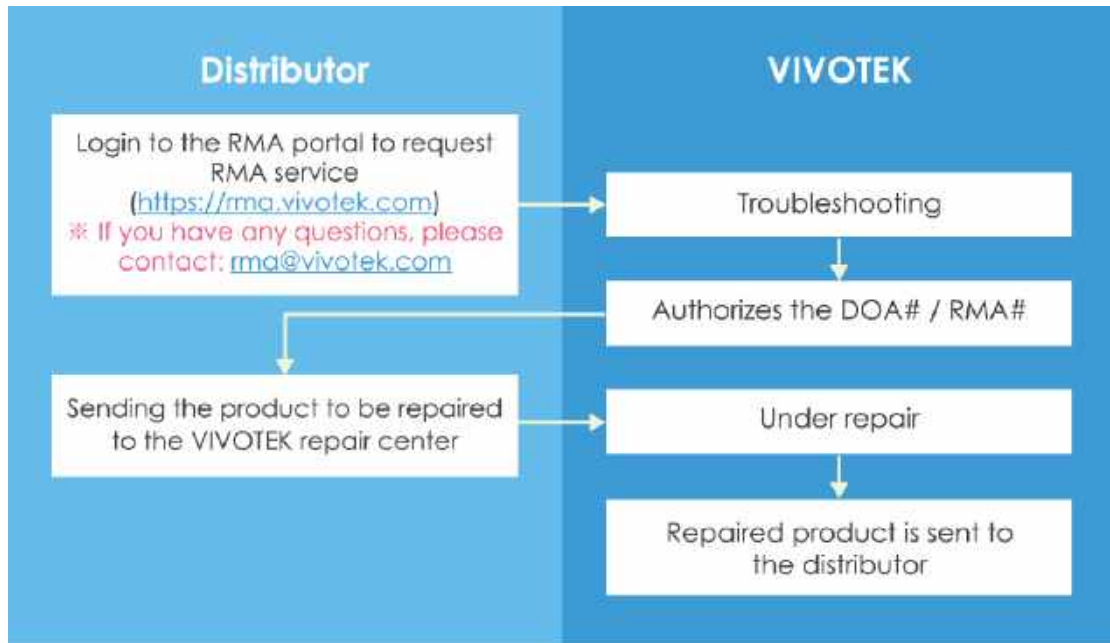


RMA Instructions

RMA Process



All material returned to VIVOTEK is required to have an RMA number for tracking purposes.

1. VIVOTEK provides Regional Warranty Service*, all repair orders are conducted through the distributors to VIVOTEK.
2. Distributors obtain an RMA Authorization number from VIVOTEK RMA website (<https://rma.vivotek.com>) or email to rma@vivotek.com to get related information.
3. Only after acquiring the DOA/RMA repair order can products be sent out for repair. If no repair order has been obtained, VIVOTEK holds the right to reject products for repair with any ensuing costs to be covered by the distributor.
※ The validity period of the repair order is three (3) months. If VIVOTEK does not receive the products for repair from the distributors within that period, the repair order will become invalid. If the distributor still requires products to be repaired, it must re-apply for the repair order. Further, the determination of whether the product is within the warranty period will be according to the new application date.
4. If the information listed in the shipping invoice of the RMA shipment does not match the RMA application, VIVOTEK holds the right to refuse processing

customs clearance for the shipment, and any related costs of the shipment shall be covered by the distributor.

5. Ensure that all equipment being returned is well packed, and if necessary please wrapped in packaging resistant to electrostatic discharge (ESD).
6. Ensure that all equipment and/or components being returned are packed in sturdy containers (preferably the original containers).
7. VIVOTEK has no responsibility for the Accessories (ex: bracket, SD Card, Hard Disk) or Other Devices which are not requested to be sent with RMA.
8. Clearly mark the RMA number on the outside of the return shipping container(s)
9. In order to determine whether the product may be repaired, the VIVOTEK repair center must receive the actual product for repair.
10. Only the fault described in the application form will be investigated.
11. If, after examination by VIVOTEK, the fault or problem is caused by manipulation, the customer will be liable for any related costs.

* Regional Warranty Service defines the RMA application as only provided to the original distributor from which the VIVOTEK products were purchased.

For example, a customer has bought a device at a distributor in The Netherlands and brought it to a country other than The Netherlands. In case this device is defective, then the customer has to send an RMA request to his original distributor in The Netherlands for further RMA service processing.

Additional Articles and Cost Information

Repair Service

a. **Guarantee Warranty Service:**

VIVOTEK promises to repair any VIVOTEK products that exceed the warranty period by up to one (1) year. However, the customer will have to undertake any repair costs. If the customer refuses to undertake any repair costs, VIVOTEK has the right not to accept the product for repair. If there is a shortage of the material in question, VIVOTEK will contact the distributors and allow them to decide whether to wait for the material or to replace the product with a similar product to be chosen by VIVOTEK.

b. **After repaired, VIVOTEK provide 3 months warranty for the products**

c. **Product replacement and repair services are not provided for sample**

products.

d. Free offering products are not provided warranty repair or replacement service.

e. Products unsuitable for replacement free repair policy:

After being examined by a VIVOTEK engineer, if the item has any of the following conditions, the returned product will not be valid for product replacement. Further, the distributor will be liable for repair or inspection costs.

1. The item is wet or humid as a result of the inappropriate installation or use.
2. Burned plating is detected in the item's componentry.
3. The malfunction of the item is the result of unauthorized dismantling, repair, or alteration.
4. The item has been misused, misapplied, or wrongly installed.
5. Illegal or inappropriate software use has caused malfunction of the item.
6. The Model has already been EOL Period.
7. Malfunction of the item is caused by natural disaster or Force Majeure
8. Damage caused in transit as a result of lack of proper packing
9. No Defect Found (NDF).

Expenses

a. Freight Charges

DOA: 2-way Delivery Cost. (Delivery term: CFR)

VIVOTEK will pay the shipping cost both ways.

RMA: 1-way Delivery Cost. (Delivery term: FOB)

The customer will pay the inbound freight of returned product and VIVOTEK will pay the outbound freight to the customer of repaired or replaced product.

b. Tax

Tax undertaken by each party, and tax according to the trade conditions.

● **Import duties:**

VIVOTEK - Undertaken the way when the distributor sent the goods to VIVOTEK.

Distributor - Undertaken the way when importing the repaired goods from VIVOTEK back to the distributor.

● **Export duties:**

VIVOTEK - Undertaken the way when the repaired goods export to the

distributor.

Distributor - Undertaken the way when exporting the RMA goods to VIVOTEK.

c. The repair cost

Products that have exceeded the warranty period

- Once VIVOTEK has received the repair order, VIVOTEK will provide the estimated repair fee** to the distributor.
- VIVOTEK will provide the actual repair fee after inspection of the item.
- If the distributor refuses to pay the repair cost, VIVOTEK will charge the distributor for inspection costs**.
- No Defect Found (NDF), VIVOTEK will charge the distributor for inspection costs**.

Products within the warranty period

- If, according to the judgment of the VIVOTEK repair center, the malfunction is due to any inappropriate manipulation, the customer must pay for any repair cost.

Packaging

- All returned products must be packaged appropriately to prevent shipping damage and provide proper electrostatic discharge (ESD) protection. If items are damaged during return shipment due to insufficient packaging, it will be left to VIVOTEK's discretion to determine whether or not the product is repairable. Protecting the value of returned products by packaging and shipping them correctly is the sender's responsibility. VIVOTEK reserves the right to deny warranty coverage for any damage caused by improper packaging.

Please follow these guidelines when returning the product to VIVOTEK:

- Use the product's original packaging if still available.
- If the Customer has multiple RMAs, then it must package the returned products separately according to RMA number; each RMA number must be individually packed and properly sealed.
- The Customer must not mix multiple RMA's within the shipping boxes, or when returning multiple RMAs, PLEASE group and label each RMA separately.
- Each box of returned products must be clearly labeled with the RMA number and delivery address.
- If the defective product is part of a kit, the Customer shall return only the

defective product (i.e., the Customer shall not return the remainder of the kit or accessories) and VIVOTEK will replace the defective product only.

Others

1. The quotation will expire after 90 days. If the customer does not confirm during this period, the defective units will be scrapped at VIVOTEK without any notice.
2. The customer should confirm or arrange the shipping for repaired units within 180 days. If the customer does not confirm during this period, the defective units will be scrapped at VIVOTEK without any notice.
3. Please send only the defective units back for repair, do not include accessories, and do not send any non-VIVOTEK brand products. VIVOTEK is not responsible for their storage and/or return. Any special or exceptional cases must be approved by VIVOTEK first.
4. The replacement parts during the repair are VIVOTEK's property. VIVOTEK maintains the right to determine whether to replace with new or reworked parts for repair.

Limited Liability

If VIVOTEK is ought to be responsible for other liabilities, the distributor may inform and file the related loss to VIVOTEK. Though, please note that VIVOTEK's liability is limited to actual losses and does not cover the following:

1. Losses exceeding the actual amount for which you have paid for the product;
2. Additional cost and expense for replacing the replacements, technology, service, or rights;
3. Data corruption or loss;
4. Any loss caused by interruption or delay.

The above-mentioned liability limitation applies only to the extent permitted by law and does not apply to liabilities that may be excluded or limited by non-contractual agreement or otherwise.

VIVOTEK reserves the right to revise and reinterpret the above policies.

VIVOTEK will suggest return unrepaired or scrap the device*.

* SD Series only can be chosen returned unrepaired.(Taiwan distributor is excluded.)

**Repair fee and Inspection fee please contact VIVOTEK RMA contact window.