



## WARRANTY POLICY

We require that all the defect product or spare parts under suspicion be tested in lab before sending back to Telycam. Please provide the following information before shipping:

- 1: P.I.number, Date of shipment, Telycam Invoice number (at least one of them)
- 2: Model number and serial number
- 3: Detailed description of the defect problems.

### We offer the following warranty terms:

#### 1. Warranty

- 1.1 **Warranty.** Telycam warrants to Clients that all Products provided by Telycam to Clients under this policy (a) will meet or exceed the applicable Specifications, and (b) will be free from defects in materials and workmanship for 3years from the date of shipping (only apply from the products shipped from April 1<sup>st</sup>, 2022). Telycam will use reasonable commercial efforts to assign to Clients the warranty on component(s) in the Products if Telycam's products of such components provides a warranty thereon that exceeds the Product warranty period.
- 1.2 **Warranty Exclusions.** The warranty will not apply to any condition caused by any misuse, abuse, negligence or accident occurring after shipment of such Products by Telycam.
- 1.3 **Warranty Claims.** In the event of any claim under the warranty set forth in Section 1.1, Telycam will replace or repair any non-conforming or defective Product.

##### 1.3.1 DOA- Dead on Arrival:

- 1.3.1.1 Definition -- Product failed in 60 days from Telycam shipping date or failed in 30 days from end user received date, depends on which one comes first.
- 1.3.1.2 Free replacement will be provided once RMA is issued by Telycam.
- 1.3.1.3 Telycam will pay the round-trip freight for DOA units. Clients needs to send defective unit back to Telycam.

##### 1.3.2 In warranty period

- 1.3.2.1 Telycam offers free parts for replacement on Telycam cost, and Major parts must be sent back to Telycam as indicated in Spare Parts List on Clients's expense, defect parts could be sent back by quarterly to save shipping cost
- 1.3.2.2 For RMA– if product needs to be sent back for repair, Telycam will afford the round-trip shipping fee and import duty.

##### 1.3.3 Out of warranty period

- 1.3.3.1 Clients pay the round trip of freight for the products out of warranty, and Telycam will charge parts for replacement base on the price listed on Spare Parts List [amendment/attachment]

##### 1.3.4 Exception for Warranty

- 1.3.4.1 The Following cases will not be covered by Telycam Warranty Service
  - A. Serial number (S/N) of the defective products is not available.
  - B. Customer performs non-permitted component level repairing
  - C. A natural disaster or human error/improper operation.



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**1.3.5 All the warranty information will be kept in Telycam by Serial Number as an index.**

**2. Out of Warranty Repair Service and Spare Parts**

Telycam will provide repair service and spare parts for Products during the term of this Agreement and until at least one (1) year after product phase out. Prices and other terms for repair service and spare parts not supplied pursuant to the warranty provisions of this Agreement will be as agreed between Telycam and Clients from time to time. The spare parts and repair service will be warranted against defects for four (4) months from the date shipping of such spare parts or the date of repair service as the case may be. Telycam should provide Clients a spare parts list with Telycam part number. Clients could purchase spare parts for out-of-warranty repair.