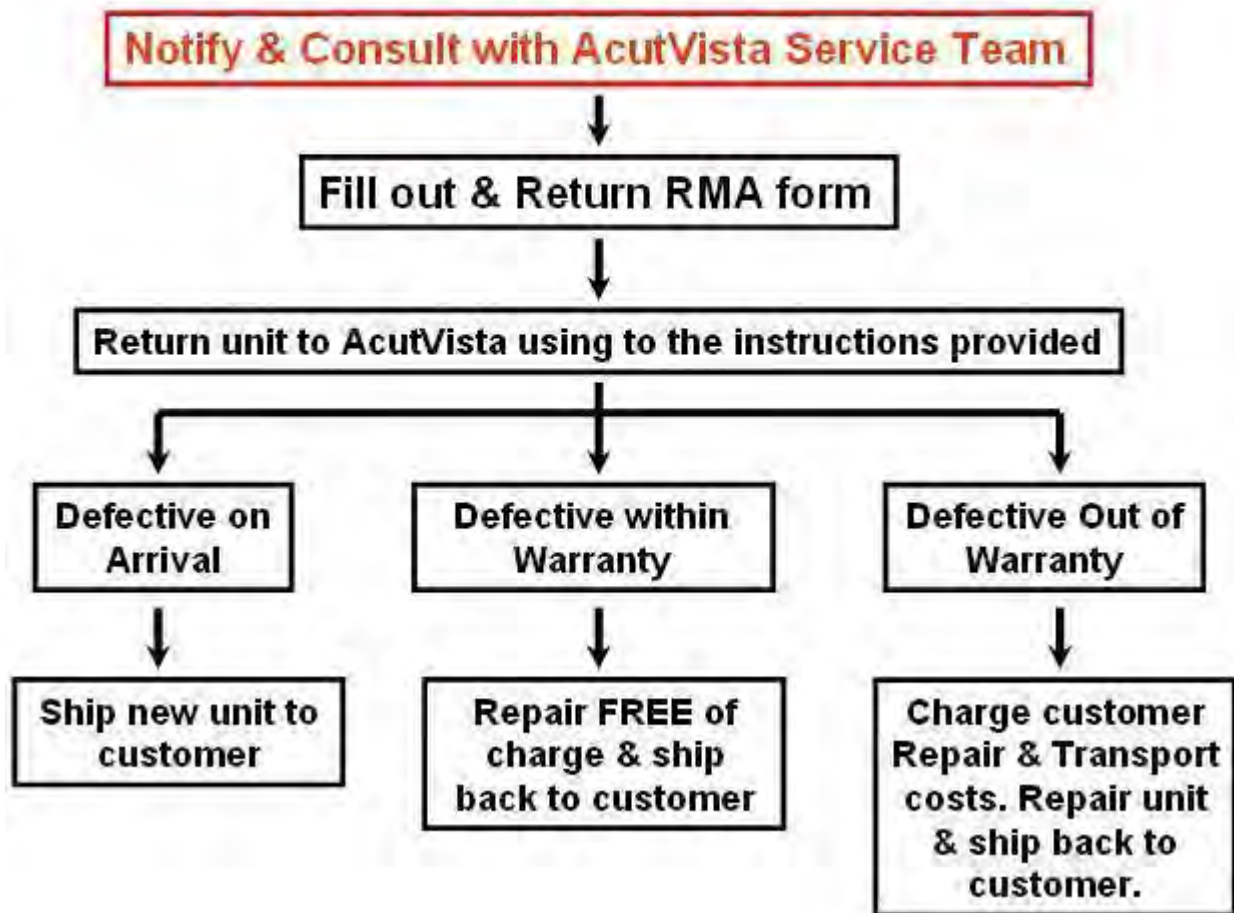


# AcutVista RMA Flowchart



## RMA Policy and Return Procedures

### RMA Policy:

AcutVista defective products are divided into three types:

- **Defective Upon Arrival**
- **Defective Within Warranty**
- **Defective Out of Warranty**

**It is required to consult with AcutVista's service team for troubleshooting before sending the defective unit back.**

### **Defective Upon Arrival**

After troubleshooting, AcutVista's service team determines that the unit is defective upon arrival or stock units (non-used units) within 6 months from the shipment date.

### **Defective Within Warranty**

After troubleshooting, AcutVista's service team determines that the unit is defective

after a certain time of use but within the warranty period or defective stock units (non-used units) after 6 months but within warranty period. Customer must contact AcutVista regarding the defective unit within the warranty period in order to qualify for free warranty repairs.

### **Defective Out of Warranty**

After troubleshooting, AcutVista's service team determines that the unit is defective after a certain time of use and out of warranty or defective stock units (non-used units out of warranty).

### **RMA procedures**

- 1- After reviewing that the product is defective, AcutVista's service team will provide the customer with an RMA number and RMA form to fill out.
- 2- Customer needs to fill out RMA form and sign it, then return it to AcutVista.
- 3- AcutVista will provide instructions to the customer on how to ship the defective unit. AcutVista will **not** accept shipments that do not follow the instructions provided.
- 4- Customer needs to ship the defective unit together with all of its provided accessories. Failure to do so will incur extra charges to the customer.

- **Defective Upon Arrival:** AcutVista will expedite the shipment of a brand new unit of the same model back to the customer. **Cost: None.**
  - **Defective Within Warranty:** AcutVista will service, repair and test the unit. After the repair is completed, AcutVista will ship the unit back to the customer. **Cost: None.**
  - **Defective Out of Warranty:** AcutVista will determine the repair costs and send it to the customer. Only after customer accepts the repair costs will AcutVista service, repair and test the unit. Once ready, AcutVista will ship the unit back to the customer. **Cost: transports and repair costs.**
- **If units returned are found not to be defective, AcutVista reserves the right to charge the customer a minimum of 50% penalty up to the full amount of the cost incurred.**
  - Defective units within warranty that are found to have been improperly used, installed or unauthorized repaired will have their repair costs charged to the customer.
  - AcutVista reserves the right to change the terms of the RMA Policy and Return Procedures.

## Warranty Policy

- All of AcutVista's products are warranted within 1 year from the date of shipment.
- Warranty will only cover factory workmanship and/or material defects.
- Customers need to notify AcutVista about product defects without delay. Warranty benefits will be lost if the defect is not notified to AcutVista within the warranty period.
- Repair costs within the warranty period will automatically be covered by AcutVista unless excluded (see below for warranty exclusions)
- AcutVista retains the right to replace the defective unit within warranty or repair it using new or refurbished parts.

## Extended Warranty

AcutVista's cameras carry a 1 year warranty from the date of shipment. However, extended warranty can be purchased in addition to the pre-determined warranty period of 1 year. Please check the table below:

Extended Warranty Period	Incremental Cost from Selling Price
1 year	8%
2 years	15%
3 years	30%
4 years	50%

Please consult with AcutVista's sales representative for more information.

## Warranty Exclusions

AcutVista will void warranty if the defective unit, after inspection, is found to be:

- Notified to AcutVista after warranty period has expired
- Improperly used or installed in unsuitable locations (ie. installing or operating an indoor camera in the outdoor environment). or not following the proper procedure in the user / installation manual
- Repaired by individuals **not** authorized by AcutVista.
- Purchased from a source **not** authorized by AcutVista.
- Damaged beyond repair due to uncontrollable factors such as natural disasters or shipment accidents.
- Tampered with or modified in any way without the consent of AcutVista.
- Broken or damaged by user / installer negligence (ie. unit falling on the floor)