

Attached Document:

Hangzhou Hikstorage Technology Co., LTD. RMA POLICY

1. Introduction

- 1.1 Document Purpose and Scope:** This document addresses RMA policies applicable to the products purchased by customers (“Customers”) that are returned to Hangzhou Hikstorage Technology Co., Ltd. (“Hikstorage”) for repair or replacement. To the extent that governing law where the sale of product took place is inconsistent with a provision herein, and such governing law prohibit waiver by contractual agreement, then such governing law shall apply only to the extent of the inconsistency. Any exceptions to this Policy requested by Customers must be approved in writing by Hikstorage.
- 1.2 Amending This Policy:** Hikstorage may amend the Policy from time to time, in part or entirety, without prior notice.
- 1.3 Hikstorage’s Responsibility:** Except as otherwise agreed by the parties, Hikstorage’s sole responsibility under Hikstorage’s warranty is limited to repairing or replacing the defective products returned by Customers if the product is still within the warranty period. For details on the product warranty provided by Hikstorage, please refer to the following:

Product Type	Series	Default Warranty Period
Consumer storage device – portable storage	Classic Series: M200 Rotary Series: M200S RNB Series: M200R CAP Series: M220P Dual Slim Series: E307C Blade Series: E301 SYNC Series: E327C/S450/S200 Blink Series: E302 Elite Series: Elite 7S Ultra Series: S306C Rapids Series: S560, S1000	Five years
	Pocket Series: T100 Spear Series: T200N Dagger Series: T200N MINI Shield Series: T300S, T300S NY Elite Series: Elite Swift Series: S309C	Three years
NAS	S1H1 Mage20Pro-A R1-A	Two years
Consumer SSD	Neo Series: C100 City Series: E100, E100N, E1000, E2000,	Three years

	Wave Series: WAVE(S),WAVE(N),WAVE(P) Radiator Series	
	E3000,WAVE Pro(P) Future Series SSD	Five years
Surveillance SSD	V300,V310 Series	Three years
Consumer memory card	NEO Series: C1 NEO Home Series: D1 NEO LUX Series: D3 NEO PLUS Series:E1 Future Series: G3 CAPTURE Series: E3, E30, E60, E90, E300A	Seven years
	CAPTURE Series: E300	Ten years
	CITY FUN Series: G2	Memory card lifespan
	CAPTURE Series: E300 PRO Future Series: G3 PRO	Lifetime limited warranty
Surveillance memory card	CITY GO Series: M1 GUARD Series: P10, P1, L2	Two years
DRAM	Hiker Series: S1,U1 Armor/Future Series:U10 Akira/Wave/Sword/Future Series: U100	DRAM lifespan
Accessories	ENCLOSURE Series: MD202, MDS1, MDC1,MDR1, MDS4, MGS1, MHB201, MHC201 Card Reader Series: CR01, CR01 mini HUB Series: DS8, DS11 Fast Charger Series: CBC2C, GaN33, GaN67 PowerBank Series: W050/S100/M050	One year
EMMC	Commercial eMMC	Two years
	Industrial eMMC	Five years
	DDR4 LPDDR4X SPI NAND	One Year

* Warranty period for the peripheral such as hard disk drives shall be subject to the warranty period which is provided at the time of purchase of such equipment.

* Warranty period for Consumer, Industrial, Enterprise and Surveillance SSD products, whichever occurs first: 1) Three years from the date of purchase by the original customer, or 2) The standard service life of the memory card is exceeded, inspected by S.M.A.R.T. (Self-Monitoring, Analysis and Reporting Technology) tool. Disassembly or man-made damage of products is not covered by the warranty , including but not limited to: product label tearing; unpacking of the shell; shell breakage/SAG/scratch/wear (no impact on hard disk body); IC missing, IC drop, IC breakage rejection repair; transfer card burned, fractured, artificially scratched, etc..

- * Warranty period for consumer memory card products, whichever occurs first: 1) Seven years from the date of purchase by the original customer, or 2) The standard service life of the memory card is exceeded, inspected by S.M.A.R.T. (Self-Monitoring, Analysis and Reporting Technology) tool.
- * Warranty period for surveillance memory card products, whichever occurs first: 1) Two years from the date of purchase by the original customer, or 2) The standard service life of the memory card is exceeded, inspected by S.M.A.R.T. (Self-Monitoring, Analysis and Reporting Technology) tool.
- * The warranty does not cover use of Consumer memory card and SSD or HDD products in relation to the following occasions or devices (as defined by Hikstorage): (1) normal wear and tear, drop, (2) IP and network cameras, (3) display devices for loop playback, (4) video monitoring, security and surveillance devices, (5) on-board recording devices and dashcams, (6) continuous recording devices, (7) continuous data storage devices such as servers, or (8) other overuse that exceed standard range of application defined in manuals.

2. General Return Requirements

2.1 **Return Requirements:** The following requirements shall apply to all product returns:

- 2.1.1 **RMA Number Required:** Approval from Hikstorage, as documented by a Return Material Authorization (“RMA”) request (in Appendix 1) and RMA number issued by Hikstorage, must be obtained by the Customers prior to the return of any product. Hikstorage may refuse to provide repair or replacement for product that the Customers forwarded to Hikstorage without an RMA, and return the product to the Customers with freight due.
- 2.1.2 **RMA Discrepancies:** Hikstorage reserves the right to return product to Customers at Customers’ expense, if upon receipt of product, Hikstorage determines that the prerequisites for the return of product have not been met and/or that the product returned does not match the product described in the RMA. Hikstorage further reserves the right to charge Customers handling fees for such returns.
- 2.1.3 **Expiration:** An RMA is valid for fourteen (14) calendar days after its issuance by Hikstorage. Customers must return the product described in the RMA within fourteen (14) days or a new RMA shall be required.
- 2.1.4 **RMA Offsets:** If RMA offsets is adopted, return product discount price is equal to the product price, and the total amount will be confirmed with Customers via sales email. The amount will be offset by certain value in the subsequent order(s) for Customers according to the rules of Hikstorage.
- 2.1.5 **Packaging Requirements:**
 - 2.1.5.1 When packaging the products for shipping, all returns must meet the following requirements:
 - a. All returned products must be packaged appropriately to prevent shipping damage and provide proper electrostatic discharge (ESD) protection.
 - b. All returned products must be packaged appropriately to afford individual mechanical protection so that damage does not occur while the product is in-transit to Hikstorage. The packaging must be comparable to the packaging in which Hikstorage originally shipped the product.

- c. If Customers has multiple RMAs, then it must package the returned product separately according to RMA number; each RMA number must be individually packed and properly sealed. Customers must not mix multiple RMA's within the shipping boxes.
- d. Each box of returned products must be clearly labeled with the RMA number and delivery address. If Customers is returning products in several boxes, and the products are all under the same RMA number, then the Customers must properly mark each box to avoid partial shipments (for example, if Customers is shipping three boxes, the boxes must be marked as part 1 of 3, part 2 of 3, and part 3 of 3).
- e. Customers must enclose a copy of the RMA form within the shipment. A list of the RMA numbers contained in the shipment must be attached to the carrier documentation on collection.
- f. Customers must enclose a packing list identifying the contents in each shipping carton.

2.1.6 **Invoicing Requirements:** For all returns, Customers must include three copies of invoice documentation with the following attributes when shipping returned products to another country:

- Return Shipping Invoice date
- RMA number
- RMA Request Form
- Quantity of each product
- Clear description of each product (acronyms are not acceptable)
- Value of each product (including products provided by Hikstorage free of charge and sample products)
- Currency in which the value is stated
- Country of origin of the product
- Terms of delivery
- Full name and address of the consignee and "attention to" person and a contact telephone number (if applicable)
- Signature of a representative who can attest that the invoice accurately reflects the shipment content
- Copy of Hikstorage invoice under which the product was purchased

2.2 **Turnaround Times:** Customers acknowledges that turnaround times depend on inventory and capacity of Hikstorage, Customers' compliance with this RMA policy and other variables. Hikstorage does not warrant that turnaround times will comply with any specific timeframe or with Customers' requirements or that of Customers' customers.

3. Warranty Scope

3.1 **Scope:** Hikstorage's products in any of the following circumstances are excluded from Hikstorage's free-of-charge warranty. However, Customers may choose Out-of-warranty repairs.

- 3.1.1 Valid warranty document and original purchase invoice or receipt cannot be shown, and the former serial number label is altered, changed or torn down, there is no serial number or the product model or number on the warranty document is inconsistent with the product.
- 3.1.2 The warranty period specified by Hikstorage is exceeded.
- 3.1.3 Malfunctions and damages resulting from failure of use, maintenance and storage according to the user manual or the working environment indicated in the user manual.
- 3.1.4 Malfunctions or damages resulting from installation, repairs, changes or disassembly by the organizations NOT authorized by Hikstorage.
- 3.1.5 Damages resulting from accidents or other force majeure.

4. Technical In-Warranty Returns

- 4.1 **Returns from Customers' Customers:** Customers' customers are not eligible to return the product for repair or replacement to Hikstorage directly.
- 4.2 **Returns whether In-Warranty or Out-of-Warranty:** Customers is responsible for determining which of the defective products are within the product warranty period or otherwise and, if they fall outside, Customers shall be responsible for all expenses and costs incurred thereby (including the cost of repair or replacement of such defective products).
- 4.3 **In-Warranty Returns:** In-Warranty Returns are returns of defective product made within the product warranty period provided under the relevant contract terms. Customers is hereby advised to check and confirm the respective product warranty period provided under the relevant contract terms.
- 4.4 **Eligibility:** Customers is eligible for In-Warranty Returns so long as the terms and conditions of the product warranty have been met and the product is still within the warranty period. In-Warranty Returns that are approved by Hikstorage will be repaired or replaced or offsets at Hikstorage's discretion. For end-of-life Returns, Hikstorage may replace the non-conforming product with refurbished product.
- 4.5 **Repairs:** For Repair RMA's the Customers completes the RMA form indicating as much information so as to assist the repair department with diagnosing and repairing the item. Once the item is received the appropriate repair technician determines warranty status by checking serial number and/or firmware version with original shipping documentation (please refer to warranty for products on page 1) Warranty goods are repaired without contacting the Customers. If a Non warranty item requires repair, the Customers will receive an "Estimation of Charges" form which they can review and sign if acceptable. Non warranty items require written authorization from the Customers. If an item is deemed "un-repairable", the Customers will be contacted and has the option of (1) having the product returned or (2) having the product scrapped.
- 4.6 **Request Period:** The RMA request must be made within the warranty period associated with the returned product.
- 4.7 **Freight Charges:** The Customers will pay inbound freight of the returned product and Hikstorage will pay the outbound freight of repaired or replaced product to Customers.
- 4.8 **Replacement of Good Products:** All defective products will be replaced with good ones, probably without packing.

5. Technical Out-of-Warranty Returns

- 5.1 **Out-of-Warranty Returns:** Out-of-Warranty Returns are returns of defective product or product to which Customers desires to have work done, but are not covered within Hikstorage's warranty terms and conditions.
- 5.2 **Eligibility:** Out-of-Warranty Returns are by approval and upon payment of Hikstorage's prevailing maintenance/repair fee. Hikstorage will repair or replace the returns at Hikstorage's discretion upon payment of such fee.
- 5.3 **Request Period:** The RMA request can be made at any time, but Hikstorage is under no obligation to provide support or repair for Out-of-Warranty Returns.
- 5.4 **Freight Charges:** The Customers shall pay inbound freight and outbound freight.

Request for Return Authorization							
Please complete all fields to expedite processing. Hangzhou Hikstorage Technology Co., Ltd. will issue RMA# within 24 hours after receipt of completed form. Package without RMA# on the box shall not be accepted. All returned products are subject to verification by Hangzhou Hikstorage Technology Co., Ltd.							
Request: Repair (☒) Return (☐)							
RMA #: _____							
Company Name: _____							
Contact: _____ Email: _____							
Phone: _____ Fax: _____							
Address: _____							
City: _____ Zip Code: _____ Country: _____							
Please Note the address if the Return back address differ than above information:							
Model Name	Serial Number	Problem Type*	Description of Problem*	pictures/videos of faults*	Computer Brand*	Computer Model*	Operating System*
Note:							
1) If the space isn't enough for the description, you can add more tables.							
2) *For SSD: Please provide information about Problem Type*, Description of Problem*, Computer Brand*, Computer Model*, Operating System*.							
3) Customers Service Comments: A standard repair cost of per unit may be applied if your product is out of warranty. We will contact you prior to making the repairs and tell you how much should pay for.							
4) It's good to add all pictures of faults, the better is Video. Please involve SN codes of our cards.							
5) The failure during the warranty period shall be replaced. Make sure that the product that needs to be replaced is the one that really breaks down. No replacement is allowed for any abnormal products received.							



RMA Application
Form for Hikstora

Anexo D**GARANTÍA**

Salvo que las Partes acuerden mutuamente lo contrario, las Partes elegirán mutuamente la opción **【 b 】** de las dos siguientes como solución al problema de calidad y postventa de los Productos.

(a) Las Partes cumplirán mutuamente la POLÍTICA DE RMA DE HIKSTORAGE en el Territorio correspondiente acordado en el presente Acuerdo. La POLÍTICA DE RMA de HIKSTORAGE puede consultarse en el documento adjunto.

(b) Para todos los productos, HIKSTORAGE se compromete a ofrecer un descuento directo del 1% del importe total de los productos adquiridos por el DISTRIBUIDOR, calculado en función de su precio FOB, con el fin de contratar el servicio de garantía de dichos productos (en lo sucesivo, "política de compra"). En lo sucesivo, **HIKSTORAGE no asumirá ningún servicio de garantía para los Productos que se acojan a la Política de Compra; en cambio, el DISTRIBUIDOR acepta que asumirá toda la responsabilidad del servicio posventa de todos los Productos que se acojan a la Política de Compra.** Y el DISTRIBUIDOR prestará el servicio de garantía a su propio cliente para todos los Productos dentro de su respectivo período de garantía, que no será inferior a 12 meses, pero no obstante lo anterior, si las leyes del lugar donde se encuentra el Comprador exigen requisitos más estrictos para el período de garantía del producto, el DISTRIBUIDOR cumplirá con los requisitos de las leyes locales