



RMA fault reporting and return product reporting form

Please fill in a separate form for each RMA case!

Company name

Contact person

Address

I will collect the product personally

Please deliver the repaired product to me*

Return address

Phone number

E-mail address

Date

* Courier fee applies to all out-of-warranty products (net HUF 1,500).

Warranty administration

The product is to be serviced beyond warranty. I accept the warranty conditions.

Demo product

I am sending a non-Hikvision device for repair and hereby accept the testing conditions.

Returned item

Type	Serial number(s)	Attached accessories	Date of purchase
Error description			Occurrence**

** Continuously / Occasionally / After a few minutes / After a few hours / After a few days / At night / At daytime / In cold conditions / In warm conditions

CONDITIONS:

HIKVISION PRODUCTS REPAIR FEES FOR OUT-OF-WARRANTY ITEMS:

analogue DVR (4/8 channels)	HUF 9,000	Repair of cameras purchased for a net price of less than HUF 50,000	HUF 9,000
analogue DVR (16/32 channels)	HUF 15,000	Repair of cameras purchased for a net price of more than HUF 50,000	HUF 15,000
Turbo HD DVR (4/8 channels)	HUF 12,000	Repair of cameras purchased for a net price	
Turbo HD DVR (16 channels)	HUF 18,000	between HUF 100,000 and 200,000	HUF 24,000
IP NVR (4/8 channels)	HUF 12,000	Repair of cameras purchased for a net price of more than HUF 200,000	HUF 38,000
IP NVR (16 channels)	HUF 21,000	Repair of speed dome cameras	HUF 42,000
IP NVR (32 or more channels)	HUF 36,000		

The above prices are calculated based on net list price, which we assume to have been automatically accepted.

Should the repair cost exceed the above listed prices, we will send a prior written quote of the expected costs.

We will not charge a testing fee for those Hikvision products which are considered beyond (economical) repair.

In the case of non Hikvision devices, we will charge an inspection fee (net HUF 7,000 / device), if the repair offer is not accepted. If the device cannot be repaired economically, we charge a net inspection fee of HUF 4,500. We will issue an expert opinion upon request.

We accept the repair of other makes and models even beyond their warranty period (Pelco, Dallmeier, Samsung, Bosch, GE, Honeywell, Neovo and LG monitors, D-LINK, Zyxel, Dedicated Micros, etc.) regardless where they were purchased.

We would like to draw your attention to the fact that warranty repairs can take up to 30 days.

By submitting the RMA form, you consider the above conditions to be accepted.

Please provide all requested information for faster administration, print and sign the form and attach it to the returned device!

Name in block letters

Signature