

UDP Technology, Ltd. hereby informs general warranty policy, delivery and packing information to our Initial ordering partner.

## **1. UDP TECHNOLOGY, LTD. PRODUCTS WARRANTY SERVICE POLICY**

UDP Technology, Ltd. offers a variety of warranty services for products. Customers can also obtain information on warranty and product replacement policies of UDP Technology, Ltd.

## **2. RETURN POLICY (RMA REQUEST)**

Product may be returned or exchanged if it is approved to be defective by either failing (i) to conform with the specifications agreed upon by both parties; (ii) to be merchantable; or (iii) to be free from defects in material or workmanship. This term, however, shall not extend to damage to the product resulting from (i) accident, misuse, abuse or negligence; (ii) improper repair, installment, transportation, alteration or modification in any way by any other party than UDP Technology, Ltd.; (iii) use in violation of instructions furnished by UDP Technology, Ltd. Prior to returning any product, please contact UDP sales representative to start the Return Merchandise Authorization (RMA) process. **IMPORTANT!** Packages without an RMA number will be rejected and returned intact to the Sender without process.

## **3. DELIVERY INSURANCE**

According to the price term of FCA Seoul (INCOTERMS 2000), customers should protect their products during delivery and arrange insurance on goods at their option.

# UDP Products Warranty Service Policy

## 1. General Terms of Warranty

UDP Technology, Ltd. ("UDP") warrants purchased products for presented periods against defects in material and workmanship under normal use and service from the date that customer admits the delivered goods as originally ordered goods and stores it as customer's stock (hereinafter "Warehousing Date").

The Warehousing Date shall be no later than 30 days from the original invoice date of purchase.

UDP, at its option, shall repair or replace the defective unit covered by this warranty. Repair or replacement, as provided under this warranty, is customer's exclusive remedy. In no event shall UDP be liable to customer for any lost profits or for indirect, incidental or consequential damages for any reason.

Customer must retain the commercial invoice as evidence of the date of purchase and RMA document with an RMA number. In order to keep this warranty in effect, the product must have been handled and used as prescribed in the instructions accompanying this warranty. This warranty does not cover any damage due to (i) accident, misuse, abuse or negligence; (ii) improper repair, installment, transportation, alteration or modification in any way by any other party than UDP; (iii) use in violation of instructions furnished by UDP.

THE WARRANTY PROVIDED HEREIN AND THE OBLIGATIONS OF UDP HEREUNDER ARE IN LIEU OF AND THE CUSTOMER HEREBY WAIVES ANY OR ALL OTHER WARRANTIES, GUARANTEES, CONDITIONS, OR LIABILITIES, EXPRESSED OR IMPLIED, ARISING BY LAW OR OTHERWISE (INCLUDING, WITHOUT LIMITATION, ANY OBLIGATION OF UDP WITH RESPECT TO CONSEQUENTIAL DAMAGES), AND WHETHER OR NOT OCCASIONED BY UDP'S NEGLIGENCE AND SHALL NOT BE EXTENDED, ALTERED OR VARIED EXCEPT BY A WRITTEN INSTRUMENT SIGNED BY THE PARTIES HERETO. IN THE EVENT THAT THE PROVISION RELIEVING UDP FROM THE LIABILITY FOR ITS NEGLIGENCE SHOULD FOR ANY REASON BE HELD INEFFECTIVE, THE REMAINDER OF THIS PARAGRAPH SHALL REMAIN IN FULL FORCE AND EFFECT.

## 2. Warranty Period

- 36 months for PC based DVR capture/ compression/ accessory cards
- 36 months for network video encoders
- 36 months for fixed IP cameras
- 12 months for high-speed PTZ dome IP cameras

### 3. Cost

- UDP takes full responsibility including repair, replacement and delivery cost if the defects are found before Warehousing date.
- UDP takes responsibility of repair or replacement costs of the defective units covered by this free of charge warranty service during the duration of this warranty.
- UDP is responsible for one-way delivery charge for repaired or replaced product during the duration of this warranty.
- Upon the expiration of the warranty period, customer shall be responsible for all the cost including repair, parts and delivery. UDP shall inform customer of the cost before repair.

### 4. Other Provisions

- Limited lifetime parts or parts ("Origin") that are no longer suppliable for repair may be replaced without prior-notice to customer. UDP has the right to choose substitute parts of the same quality, function and size as those of Origin.
- When a product is returned and is found that it has not been packed in accordance with the instructions provided herein, the customer shall be deemed responsible for the defect and shall be held accountable for any repair cost arising from such defect.
- If the serial number of the product is removed or if the product is returned without an RMA number and the RMA document, UDP is not responsible for repair or replacement.

UDP TECHNOLOGY, LTD.



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President James Ahn