

## UDP Products Warranty Service Policy

UDP Technology., Ltd. hereby declares that all UDP products shall be covered by UDP warranty policy as described under the terms and conditions shown in this document.

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

UDP Technology Ltd. offers a variety of warranty services for all UDP products. Customers can obtain information of warranty and product replacement policy from this document.

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

Products may be returned or exchanged if it is approved to be defective by either failing (i) to conform with the specification agreed by both parties; or (ii) 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, the customers need to contact UDP sales representative to start the official Return Material Authorization (RMA) process.

IMPORTANT! Packages without an RMA number shall be rejected and returned to the Sender without any notice.

### **3. DELIVERY INSURANCE**

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

#### 4. 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 store them 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 units under Warranty. In no event shall UDP be liable to the 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. This warranty shall 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 warrant provided herein and the obligations of UDP hereunder shall not be extended, alerted or varied unless both parties exchange written agreement signed.

#### 5. Warranty Period

- ◆ 36 months for PC based DVR capture/ compression/ accessory cards
- ◆ 36 months for network video encoders
- ◆ 36 months for fixed IP cameras
- ◆ high-speed PTZ dome IP cameras
  - 24 months for non-moving parts
  - 12 months for moving parts including zoom module
- ◆ 36 months for All PC Card Accessories
- ◆ 12 months for All IP Camera/Encoder Accessories

## 6. Cost

- UDP shall take full responsibility including repair, replacement and delivery cost if the defects are found before Warehousing date.(DOA)
- UDP shall take responsibility of repair or replacement costs of the defective units under Warranty free of charge warranty service during the duration of this warranty.
- UDP shall be responsible for one-way delivery charge for repaired or replaced product during the duration of this warranty. The customer shall be responsible for one-way delivery charge vice-versa.
- 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

## 7. Other Provisions

- Limited lifetime parts or components("Origin") that are no longer available for repair may be replaced without prior-notice to the 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 shall not be responsible for repair or replacement.

UDP TECHNOLOGY., LTD.



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President James Ahn