



## Quality, Reliability, Price

### RETURNS POLICY TERMS AND CONDITIONS PLEASE READ CAREFULLY

#### Warranty

The standard warranty of all products sold by Dynamic CCTV Ltd is 1 year with the exception of below.

TP-Link Switches **5 YEARS**

Hikvision Premium project products

Hikvision Ultra series DVR, Ultra series NVR, Deep in mind NVR,  
Deep in view IPC, Ultra series IPC, Special series IPC, Panoramic series IPC  
, Ultra series PTZ, Special series PTZ,  
All thermal products

Purchased before January 2020 **3 YEARS**

Hikvision Ultra series DVR, Ultra series NVR, Deep in mind NVR,  
Deep in view IPC, Ultra series IPC, Special series IPC, Panoramic series IPC  
(excludes Mini PanoVu), Ultra series PTZ, Special series PTZ,  
All thermal products (excluding temperature screening products)

Purchased after January 2020 **5 YEARS**

Please use below link for more information on Hikvision's premium project products  
5-year warranty support

<https://www.hikvision.com/uk/support/warranty/>

Hikvision Access control (excluding temperature screening products) **5 YEARS**

All other Hikvision products  
(excluding intercom, Access,& Switches), **3 YEARS**  
All Dynamic TVI cameras, Iiyama and Vigilant LED monitors

Hikvision POE switches purchased before 1<sup>st</sup> January 2019 **2 YEARS**

Hikvision POE switches purchased after 1<sup>st</sup> January 2019 **3 YEARS**

Hikvision Intercom purchased before 1<sup>st</sup> January 2019

**2 YEARS**

Hikvision Intercom purchased after 1<sup>st</sup> January 2019

**3 YEARS.**

All EZVIZ, Pyronix and Ajax intruder products

**2 YEARS**

The warranty covers failure of equipment either Dead On Arrival (DOA) or when in general operation and does not cover any defect arising from mishandling, incorrect installation, improper use of the product or an act of god. Any damage, modifying of cables or opening of sealed units will invalidate any warranty.

### **30 Day No Quibble Returns**

Dynamic CCTV Ltd operates a 30 day no quibble guarantee, which is the return of goods from date of invoice. We will issue a full credit, as long as the goods are boxed as sold and in new condition with all leads, connectors, manuals and accessories. If the goods are not in perfect condition a credit will not be given. Carriage will not be credited on 30 day no quibble returns.

We will not accept items back that are not required if the purchase date falls outside of the 30 days from invoice period.

#### **NOTE**

**Special order non stock items are exempt from our 30 day no quibble guarantee**

### **Obtaining a Returns Number (for installers)**

Prior to obtaining a returns number you must first contact the Technical Department on 01642 207242 to discuss the fault and confirm the product is to be returned for further testing or credit, you must also have the products serial number so we can log the item on our RMA system and create the case for you.

Subject to this the Returns Department will then issue you with a returns number and will ask you to provide the following information:

- Part number of the product(s) to be returned
- Quantity
- Serial number of each item
- Invoice number relating to the return

Alternatively you can request an RA number for your faulty item(s) from our website using the below link:

<http://www.dynamic-cctv.com/technical-support/returns.html>

Fill in all the required information regarding your faulty item(s) and submit the form, once we have approved the item for return you will receive a return email with your RA number.

### **Obtaining a Returns Number (for Sub distributors and wholesalers)**

Please call our Returns Department who will issue you with a returns number and will ask you to provide the following information:

- Part number of the product(s) to be returned
- Quantity
- Serial number of each item
- Invoice number relating to the return
- Accurate description of fault for each item

Alternatively, you can request an RA number for your faulty item(s) from our website using the below link:

<http://www.dynamic-cctv.com/technical-support/returns.html>

Fill in all the required information regarding your faulty item(s) and submit the form, once we have approved the item for return you will receive a return email with your RA number.

### **Returning the product**

After obtaining your Returns Number and on completion of your returns form you must arrange the return of the product(s) to the following address:

Dynamic CCTV Ltd  
9C Bowes Rd, Riverside Park  
Middlesbrough  
TS2 1LU

All returned items must be packed carefully to avoid damage during transit and supplied with all original leads, connectors, manuals and accessories. If possible please use the original packaging. Any items received damaged in transit or in an unsatisfactory condition will not be covered under warranty. Please note that Dynamic CCTV Ltd will not be liable for any loss or damage incurred during transit. All products returned must be accompanied by the returns form and a valid Returns Number. The returns form must be securely affixed to the top of the box the goods are being returned in. Any goods received without a returns form attached will not be processed.

All returned products must have their serial number label attached to it in its original position and the serial number must match the number given when the RMA case was originally logged.

If the product/s to be returned is less than 30 days old then Dynamic CCTV Ltd will arrange the collection of product/s. Please contact 01642 220166 to arrange this.

### **Processing the returned item**

The Returns Number does not guarantee that you will receive warranty service repair, replacement, or that credit will be approved.

After the faulty equipment has been tested, we will at our discretion, repair or replace with the same or a product with equivalent specifications.

If the product is outside the warranty period, returned damaged, or is missing its serial number label a repair or replacement can be supplied for an agreed charge.

If the product is returned in an unsatisfactory condition it may be subject to a handling charge of 20% and/or be deemed to invalidate the terms of the warranty.

Any item returned to us and found to have no defect will be subject to an inspection and handling charge of £25 and will be returned to the customer. Delivery costs to be borne by the customer.

Special order and customised products are deemed non-returnable. At our discretion, in exceptional circumstances, we may allow a return of such items subject to a restocking charge of 20%.

Dynamic CCTV LTD understand the need for your returned goods to be handled swiftly and it is our intention to process all returns within five days from date of receipt of goods, however if the item requires manufacturer repair or extra components are necessary repair times can range from 2-6 weeks.

### **Hikvision Advance replacement policy**

All Hikvision products (excluding PTZs) are covered by an advance replacement warranty and once a product has been identified as potentially faulty by our technical department it is then eligible for advance replacement throughout the warranty duration (**for warranty durations of Hikvision products please see the first page of this policy**) from the initial date of purchase.

After 3 months from shipment date Dynamic CCTV reserve the right to use a refurbished or service product for the remainder of the warranty period.

Any specialist items purchased at a customer's request, customised items, none stock items and PTZs are exempt from the advance replacement offer and will have to go through the standard warranty repair service.

An advance replacement is given based on the diagnosis of the technical dept derived from the information given by the customer on site and is not an admission that product is actually faulty, a fault can only be determined once tested by Dynamic CCTV and we reserve the right to return any items deemed not faulty.

NOTE

You will be invoiced for the advanced replacement via your credit account if one is in place, otherwise the replacement item would be required to be paid for prior to sending out. Any faulty item/s that get advance replaced must be returned to Dynamic CCTV within 14 days of receiving a replacement, any items returned after this time will be treated as a warranty repair and returned thereafter.

After the returned product has been tested and if the fault is agreed a credit note will be raised.

#### NOTE

All returned Hikvision products must have its associated serial number label attached to the product, any items returned missing the serial number label or with the serial number label too damaged to read will be void of warranty.