

Warranty policy for the HIKVISION products

Global Brand Pvt. Ltd. Hereby decaled **1** year warranty policy for “HIKVISION Products” (Camera & DVR)

Warranty

GBPL has been in pursuit of perfection that always distributes excellent products with outstanding designing, great Materials & crafted manufacturing product from well renowned Brand. We respectively grant a limited period of free service since the date of delivery, based on product categories.

Important Notice

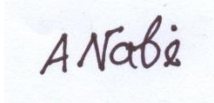
GBPL will provide warranty for the HIKVISION product on the terms and conditions below:

- Warranty will be valid only when original Purchase Invoice is presented for service.
- HIKVISION reserves the right to decline warranty service.
- This Warranty shall not cover any damages resulting from un-authorized adaptations or adjustments to the product.
- This Warranty will be Void if the type or serial no. on the product has been altered, removed or defaced.
- This Warranty does not cover damage caused to the product due to improper installation by customer and / or connection of the product to equipment not approved by HIKVISION and deficiency in product performance due to signal reception through third party apparatus/equipment or the use of third party software.
- This Warranty shall not apply to damages caused to the product by accident, lightening, ingress of water, fire or Acts of God, improper ventilation, dropping or excessive shock or any external cause beyond HIKVISION control or any damage caused due to tampering of the product by an unauthorized agent.
- This Warranty does not cover liability for loss of data, recorded image/s and/or business opportunity loss. If during the repair the content of the hard drive/ memory are altered, deleted, or in any way modified, HIKVISION shall not be responsible.
- HIKVISION reserves the right to replace the defective part with an equivalent and/or reconditioned part.
- This Warranty shall not affect consumer's statutory rights under applicable Bangladesh Laws, or the consumer's rights against the dealer arising from their sales / purchase of the product.

GBPL RMA Standard Procedure

- The applicant needs to give a full of description about defects as much as possible, and avoid ambiguous or inappropriate phrases, such as “DEAD”, “Don’t work”. Specific description will be helpful to reduce the possibility of repair delay & decrease customer’s loss.
- When returning defective goods, serial number is needed. Please clearly indicate your necessary documents like model name, serial number, and GBPL purchase invoice no & date. Otherwise, GBPL does not bear any responsibilities.
- Products which no longer manufactured by company but still under warranty can be claimed for warranty-In the event that the product is not repairable, an attempt to replace the product with an equivalent specification or adjust with new model price.
- Service product related Information will provide to the customer regular basic. Here one of our dedicate executive will assign. After complete the problem we will deliver the mention product.

Authorized Signature

A handwritten signature in dark ink, appearing to read "A Nabi", is written on a light blue rectangular background.

Aktharun Nabi Mazumdar

AGM (RMA & Service)
Global Brand Pvt. Ltd.