



Kiloview Warranty Policies

Version 1.0

1 Warranty Statement

Thank you for purchasing a Kiloview product. Kiloview is a professional solution provider for IP-based video transmission with products covering the range of encoders, decoders, converters, etc. We provide full products information including quick start guide, user manual, certificate card and warranty card. Also, we have an experienced after-sales service team to offer timely and considerate technical support. Please contact us in case of any product issues after your purchase.

2 FREE Return and Replacement Policy

Within 30 days upon your receipt of Kiloview products, in case of any fault caused by non-artificial reasons, you may return the products for a full refund of your purchase price, or you may get a replacement of the same model with the same specifications.

We acknowledge a return or replacement for the following situations:

- If you find the product you received is not as described within 30 days upon your receipt of the product;
- If you find the product you received has non-artificial fault within 30 days upon your receipt of the products;
- If you can prove with logistic evidence that the product you received was damaged during transportation within 30 days upon your receipt of the products.

※Please be noted that this policy is effective only within 30 days upon your receipt of the order. If you fail to check in time, you will not be entitled to this policy.

3 Free Maintenance Service

The standard warranty starts from the date of your purchase and covers a period as stated as follows:

Products series	Period	Methods
Hardware devices	12 months	Firmware updating and repair
Accessories and batteries	6 months	Replacement

Exclusions and Limitations

- To damage caused by artificial reasons, deformation due to excessive squeeze, accidental smash, liquid inlet, wrong voltage input, etc. For components such as cables, we do not offer free maintenance in case of obvious man-made damage like distortion, broken or bare core, etc.
- To damage caused during the transportation and handling while in return or replacement.
- To damage caused by incorrect installation, operation or maintenance without following Kiloview user manual guide.
- To damage caused by force majeure, natural disaster such as fire, earthquake, flood, etc.
- If the product has been modified, disassembled or repaired without Kiloview authorization.
- If any Kiloview logo or serial number has been removed or defaced.
- Other circumstances that we hold as not in accordance with Kiloview warranty policy.

Except for the above mentioned, Kiloview has the right to resort to other solutions such as a replacement of the whole unit with the same or similar model.

4 Warranty Period Statement

- 4.1 Under the circumstances where the faulty unit is replaced by a new one within warranty, the warranty period shall restart from the date of the replacement.
- 4.2 Under the circumstances where only components are replaced by new ones, the warranty period assumes 1) the remaining term of the Warranty of the replaced unit or faulty unit; 2) ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you.
- 4.3 If the warranty expires, in case of any spare part replacement, another ninety (90) days warranty (starting from the date of replacement) will be granted to the spare parts only.

5 Extended Warranty

Based on Kiloview standard warranty, free/paid extension of warranty is also available upon clients' registration or application.

Service	How to extend warranty	Valid period of application
Register for FREE extended	Register online with your company's information and product serial number, your registered product will obtain	Please be noted to register within the standard warranty period of Kiloview. If you register after the

warranty service	another 12months extended warranty based on the standard warranty period, starting from the registration date.	standard warranty expires, the extended warranty starts from the expiring date of your standard warranty.
Apply for paid extended warranty service	You can apply online for another one-year extended warranty for Kiloview hardware devices. The extended warranty starts from the date of signing the contract for extended warranty.	After purchasing, please apply to the local dealer for extended warranty within 30 days. If you purchase directly from Kiloview, you can contact Kiloview support team for extended warranty.

Note: If your warranty has already expired, and you failed to extend your warranty on time, your product will not be entitled to maintenance if any fault happens before the extended warranty taking effect. Therefore, we suggest you to apply for extended warranty on time for your own interest.

6 Firmware Upgrade Service

Kiloview offers lifelong FREE firmware upgrade service for your hardware products since the date of your purchase. For software products, you shall receive free upgrade service within the authorization period. This policy also applies to those unidentified authorization period.

7 How to Get the Warranty Service

7.1 Contact Kiloview

If you purchased directly from Kiloview, you can get our support by the following means:

- Open Kiloview website: <https://www.kiloview.com/en/support/>, fill in the blanks with your basic information (name, email address, telephone number) and your requests. If you are applying for maintenance, please provide more details of your issue product (product model, Serial Number, brief description of the issue, pictures or videos of the issue if available)
- You may also email your request to support@kiloview.com, we'll reply within 24 hours upon receipt of your email.

7.2 Contact local reseller

If you purchased from our local reseller in your country or region, you can also contact our reseller for help.

8 Process of Return for Maintenance

Under certain circumstances, you might need to return the faulty products to Kiloview for further analysis after our engineer's verification. Please check in advance the following tips before returning the faulty products.

8.1 Please contact Kiloview support team by email (support@kiloview.com) first to make sure whether your problem can only be solved by returning to Kiloview for repair. Customers should fill an RMA letter with some information. If it is confirmed, Kiloview will issue an RMA number and customers can return the faulty products for further examination or repair. Please fill in the RMA with necessary information required as below:

- Client's name, company name, address, zip code and telephone;
- Product serial number. You can find the information on the label of the product or via webpage (please note, if the serial number is invalid, your product may not be entitled to warranty).
- Brief description of the problem.

8.2 The original Kiloview package box is preferred, in case of damage during transportation.

8.3 For the transportation from your country to Kiloview, you will be responsible for the shipping cost, including duties and insurance cost if applicable within warranty. Please provide the tracking number to kiloview for following up.

8.4 Upon receiving the faulty products, Kiloview will verify the issue again to confirm whether it is under warranty. If yes, we'll take the following actions accordingly.

- Firmware update;

- Replacement of the faulty components with new ones;
- Replace the whole unit with a similar or updated model/product.

8.5 After testing the repaired unit, Kiloview will ship back to you in a proper way. And the shipping cost will be covered by Kiloview if the damage is caused by non-artificial reasons under warranty.

9 Statement of Privacy Policy

Before you deliver your product for warranty service, it is your responsibility to keep a separate backup copy of the system software, application software and data. Data recovery is not included in the warranty service and Kiloview is not responsible for the data that may be lost or damaged during transit or repair.

If you failed to do so, by default, Kiloview is eligible to collect, backup or use the data in order to offer maintenance service. Kiloview shall not be authorized to offer maintenance service to the buyer until any purchase proof is provided. Kiloview should not release the data to any third-party without the buyer's permission for privacy concern.

10 Special Declaration

Kiloview is not responsible for any other commitments that our reseller made to you, which is beyond Kiloview warranty service.

Contact us

Email: Support@kiloview.com

Skype: support_72698

Tel: +86 18573195156/18573195256

Address: B4-106/109, Jiahua Intelligence Valley Industrial Park, 877 Huijin Road, Yuhua District, Changsha, China