



HMIvision's Service Agreement

HMIvision offers a **1-2 Years Free Standard Warranty** Service (Refer to PI or Invoice's remark). This Service Agreement will come into effect as soon as the contracted products are delivered to HMIvision's customers.

Standard Warranty Coverage:

HMIvision warrants the products to be:

- 1) Free from defects in material and workmanship **under normal use and service** for 1-2 years **from the date of delivery to the Buyer**;
- 2) Conformed with HMIvision's **specifications** and **user manual**. HMIvision online service will be on standby for any inquiry before the purchase or after the sale.

HMIvision's obligation for defective products shall be limited to **repair** or **replace** (according to the status), the defective product is free of charge if HMIvision determines the product failed due to defects in **material** and **workmanship**. Buyer is responsible for shipment to HMIvision and bears all costs and risks associated with this transportation; HMIvision is responsible for return shipping fees to the Buyer. In the event of HMIvision determines there is no defect ("No Defect Found") or is **not qualified for warranty repair**, HMIvision shall charge the Buyer for **return shipment** and a **minimum repair fee**.

In this warranty, Repair shall mean the repair or adjustment of the product to remedy the defect defined by this warranty and reinstate the product to **normal operating condition**. HMIvision may use new to remedy the defect at HMIvision's option. Replace shall mean HMIvision replaces the product with the same construction or equivalent of the original one. Any replaced part or product shall belong to HMIvision and the replacement part or product shall belong to Buyer. However, repair and/or replacement of a product shall not extend the original applicable warranty period.


Buyer may be required to provide HMIvision with evidence of the date a product was delivered and the original contract was signed with HMIvision.


The warranties don't apply to defects resulting from –


- 1) improper or inadequate maintenance by Customer;
- 2) customer or third party supplied software;
- 3) unauthorized modification;
- 4) improper use or operation outside of the conditions specified for the products, improper site preparation;
- 5) abuse, negligence, accident, liquid spillage, acts of nature such as flood or lightning damage, loss, or damage in transit;
- 6) unauthorized maintenance or repair.


The above warranties, except as to title, are exclusive of, and in lieu of, all other warranties, written or oral, express or implied, statutory or otherwise. No implied statutory warranties of merchantability or fitness for a particular purpose shall apply. HMIvision shall **not be bound by any representation or warranty made by any other person**, including resellers, distributors, dealers, and employees of HMIvision. HMIvision shall not be held liable for indirect, incidental, or consequential damages, and shall not have liability exceed that actual amount paid to HMIvision for the products. In no event shall HMIvision be held liable for damages incurred by re-sellers or their Buyer as a result of the use of a product beyond its intended use.


HMIvision's Return Policy:

 Customer must **prepare proper clearance invoice to avoid paying excessive duty tax** during its return, any exceptions to the Return Policy must be agreed upon in writing between HMIvision and the Customer prior to return. The accessories without any defect should not be sent together with devices.

 **Incoming freight and insurance for all warrant-able returns shall be prepaid by Customer.** Any product sent by freight collect or COD will automatically be rejected by HMIvision.


 During the warranty period, products alleged to be defective can be returned to HMIvision at the Customer's expense.

 HMIvision shall repair or replace, at its choosing, products that prove to be defective and may, at its option, use new or re-manufactured / refurbished parts to make such repairs or replacements.

 HMIvision shall pay for the return shipping back to the Customer but shall not be responsible for any tariffs or duties that may be incurred returning the product back to the Customer.

Shenzhen HMIvision Technology Co., Ltd.

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