

	UDP Warranty & Service Policy		Written by	UDP RMA Team
	Rev Ver.	1.4	Date	Dec. 3, 2020

WARRANTY & REPAIR SERVICE POLICY OF UDP TECHNOLOGY LTD.

UDP offers a variety of warranty and repair services for all UDP products. The warranty, repair and product replacement policies for UDP products are described under the terms and conditions shown in this document. UDP Technology warrants to the original purchaser that its products are free from defects in design, manufacturing, and materials under normal use as defined below.

1. GENERAL TERMS OF WARRANTY

- 1.1. The Warranty Period begins 30 days after the date of shipment from UDP to the Customer. The length of the warranty is defined below, under the “Warranty Period.”
- 1.2. Customer is responsible for providing proof of purchase to establish the Warranty Period.
- 1.3. Any warranty terms in a previously executed contract shall supersede the terms of this policy.

2. WARRANTY PERIOD

2.1. The length of the warranty for UDP products is defined below:

- ◆ 36 months for PC based DVR capture/ compression/ accessory cards
- ◆ 36 months for Network Video Encoders
- ◆ 36 months for Fixed IP Cameras
- ◆ 36 months or 5,000 rotations for Repositionable IP Cameras, whichever comes first
- ◆ 24 months for IPX/IPM PTZ dome IP Cameras and ITS/ITC series.
- ◆ IPE PTZ dome IP camera
 - 24 months for non-moving parts
 - 12 months for moving parts including zoom module
- ◆ 12 months for All IP Camera/Encoder Accessories
- ◆ 24 months for IPN302HD and IPN100HD, unless otherwise specified by contract terms

2.2. Any products repaired or replaced by UDP shall be covered under warranty for the original Warranty Period OR for six (6) months from the shipment date of the repaired/replaced product, whichever is longer.

3. EXTENDED WARRANTY OPTIONS

3.1. Customers, at the time of initial purchase, may choose to extended warranty coverage at an additional cost:

Fixed IP Cameras & Encoders

- Cost for 1 Year Extension: 5% of sales price of product
- Cost for 2 Year Extension: 13% of sales price of product

PTZ IP Cameras

No Warranty Extension is available for Moving Parts.

- Cost for 1 Year Extension: **5%** of sales price of product
- Cost for 2 Year Extension: **13%** of sales price of product
- Cost for 3 Year Extension: **21%** of sales price of product

Thermal IP Cameras

- Cost for 1 Year Extension: **10%** of sales price of product
- Cost for 2 Year Extension: **20%** of sales price of product
- Cost for 3 Year Extension: **30%** of sales price of product

3.2. Any products repaired or replaced by UDP under extended warranty shall be covered for the remainder of the purchased Warranty Period OR for six (6) months from the shipment date of the repaired/replaced product, whichever is longer.

4. EXCEPTIONS TO WARRANTY

4.1. Any failure, damage, malfunction or cosmetic damage caused by any of the following is not covered under warranty:

1. Misuse, abuse, vandalism or tampering.
2. Water, dirt or dust damage due to improper installation.
3. Unauthorized repair or modifications.
4. Improper wiring, electrical surge, short circuit or sustained camera image sensor exposure to direct lighting (i.e. halogen, sunlight).
5. Insufficient customer packaging or transportation methods.
6. Acts of nature including, but not limited to, lightning, fire, flood, storm and earthquake.
7. If the serial number of the product is removed and cannot be validated by other means, UDP will not be responsible for repair or replacement under warranty.

5. SERVICE & REPAIR

- 5.1. UDP is responsible for labor, parts and/or replacement costs for units covered under warranty.
- 5.2. The customer is responsible for requesting an RMA number from UDP.
- 5.3. The customer pays for shipment costs of RMA product to UDP. UDP pays for shipment costs for the return of the products covered under warranty.
- 5.4. The cost of shipping insurance is the customer's responsibility and is not included by default for any UDP RMA shipments, unless specifically requested.
- 5.5. If a defective unit is found within 60 days after shipment original shipment date, UDP shall send a new replacement product and pay for the shipment costs for both directions. Customers are responsible for executing Incoming Quality Control for delivered products.
- 5.6. At the conclusion of the Warranty Period, products may be repaired for an additional cost. The total RMA period for service & repair is 5 years from the start of the Warranty Period.
- 5.7. For products no longer covered by the Warranty Period, customer is responsible for all costs including a service charge, parts and shipping to/from UDP. Prior to any repair, UDP shall provide an estimate of all costs for the customer's approval.
- 5.8. There shall be no charge for parts or service if the same problem is found within three months after an RMA service is completed.

6. NO FAULT FOUND

- 6.1. If an item is returned and found to be working correctly, UDP return the units to the customer without any work on the devices.
- 6.2. The two-way shipping cost shall be the customer's responsibility along with an additional \$50/unit to cover the testing costs, even if the warranty is valid.

7. RMA PARTS & PRODUCT REPLACEMENT

- 7.1. If any parts or products under warranty cannot be repaired, UDP shall replace the part or product without any additional charge.
- 7.2. Products shall be replaced with the same products if available; otherwise the most similar product shall be substituted.
- 7.3. Replacement service shall be offered only to under Warranty products.
- 7.4. Parts or components that are no longer available may be replaced by UDP without prior-notice to the customer with substitute parts of equal size, quality and function as necessary.

UDP Technology Ltd.

Name : James Ahn

Title : CEO

Date : December 18, 2020

Signature :



A handwritten signature in black ink, appearing to read 'James Ahn', is written over a horizontal line.

Addendum

Revision Date :Nov. 01, 2018

VCA License Warranty Policy

IP VERSION(Pre-Embedded Type / Post-Embedded Type)

1. Warranty IN

-For repairable HW, re-install the same license key previously issued after checking HW info.

-For non-repairable HW, new license shall be installed on a replacement unit.

If a customer wants disposal of faulty devices without returning, replacement licenses could be conditionally offered only if a customer could prove the disposal of the device by submitting ;

- a photo of product label that displays model name and serial number which can be normally found on the back of the faulty device
- a photo of a faulty device, which show the conditions and damage of the device
- a screenshot or photo of the license page on the faulty device webpage after removing the installed license if the device webpage is accessible..

In case of arranging advanced replacement devices, license will be transferred to replacement devices.

Disposal of a faulty device cannot be accepted with advanced replacement. All faulty units covered by advanced replacement should be returned to UDP.

2. Warranty OUT

-If a customer wants disposal of the defect, no refund of the license shall be provided.

-If a customer wants a repair (at costs) ;

- If the faulty part is not the main board that contains VCA licenses, the installed VCA licenses shall remain on the device.
- If the faulty part is the main board that contains VCA licenses, the installed VCA licenses shall not be able to be recovered. A customer needs to purchase a new license for the device.

-For the devices classified as “Out of Warranty” within the agreed Warranty period due to customer’s

fault/misuse, the license installed can be transferred to other devices.

+ All of repair process above could be initiated only after a customer registers an RMA case to UDP RMA site following UDP RMA process instruction.

+For a missing license(erased by mistake or by some uncertain reason), a customer can ask for its re-issue after providing a device HW info.

+License reissue for the same equipment shall be made with the same format that was originally issued at the first purchase. In NO events, customer can ask to change it to other format. For instance, Code format license shall not be reissued in pdf (token) format. It can be re-issued in Code format only.

+ Customer shall have the right to a refund or exchange License, if any Licenses issued in error and such refund is requested within 10 days after the License activation.

PC VERSION (Server Type)

Customer shall have the right to a refund or exchange License, if any Licenses issued in error and such refund is requested within 10 days after the License activation.

If the Equipment of the Server Type fails within one (1) year after the License activation, Customer shall have the right to erase the License in the original Equipment unit and request to issue a FREE License of the same type for Installation in a replacement Equipment unit. UDP can request evidences of the failure of the Equipment and if such evidences are not satisfactory to UDP, then UDP can refuse to the foregoing FREE License.

If the Equipment of the Server Type fails after one (1) year from the License activation, Customer can use the License Installed in such Equipment after the repair of the Equipment. However, in such case, Customer cannot transfer the License to any other Equipment.

License reissue for the same equipment shall be made with the same format that was originally issued at the first purchase. In NO events, customer can ask to change it to other format. For instance, Code format license shall not be reissued in pdf (token) format. It can be re-issued in Code format only.

For the avoidance of doubt, once the License is Installed in an Equipment, such License shall NOT be transferred to any other Equipment.