

## Warranty Policy - Hikvision

Mayflex will provide a warranty on all Hikvision Products against defects for the period stipulated by Hikvision\* from the time the product is purchased from Mayflex. The warranty applies if the product is deemed faulty through component failure or manufacturing defect. The warranty will not apply if the product has been damaged, wrongly installed or mis-treated in any way.

If there is an issue with an Hikvision product purchased from Mayflex, the below process should be followed:

1. Contact Technical Support on 0800 093 1202 or [TechnicalS@mayflex.com](mailto:TechnicalS@mayflex.com)
2. One of the Technical Support team will firstly work with you to try and resolve the issue over the phone/email or remotely.
3. If the problem cannot be resolved remotely, we will issue you with an Incident Number. This number will need to be advised in all communications.
4. We will arrange via our Customer Service department to collect the faulty unit from you.
5. If you require an advance-replacement unit, we will arrange to send one to you.
  - a. If we have stock in our warehouse, you will receive the replacement unit next day.
  - b. If we don't have stock, we will request it from Hikvision and advise leadtime.

**Please Note** – the advanced replacement will be sent free-of-charge, pending the receipt of the faulty unit. Once the faulty unit is received, Mayflex will test it at our test facility. If the unit is agreed faulty, we will process the return to Hikvision. Hikvision will also test the unit and if they deem the unit is not covered under warranty for any reason (damage, poor installation, wrong application/environment etc), Mayflex will issue an invoice to you for the price of the replacement unit. This process can take 60 days+. An invoice will also be issued if we do not receive the faulty unit back within 14 days.

6. If you do not require an advance-replacement unit, we will arrange collection of the faulty unit and once received will test it in our test facility. If agreed faulty we will either arrange for a repair (with the manufacturer) or credit it (once the fault is verified).

If, at any time, you require an update on the incident, please email [TechnicalS@mayflex.com](mailto:TechnicalS@mayflex.com).

*\*Note – Please check the warranty period for the product. This is generally 3 years, but some products may differ.*



Certificate No. FS 647274



Certificate No. EMS 642863



Excel House  
Junction Six Industrial Park  
Electric Avenue  
Birmingham B6 7JJ

Tel +44 (0)121 326 7557  
Email [sales@mayflex.com](mailto:sales@mayflex.com)

Website [www.mayflex.com](http://www.mayflex.com)