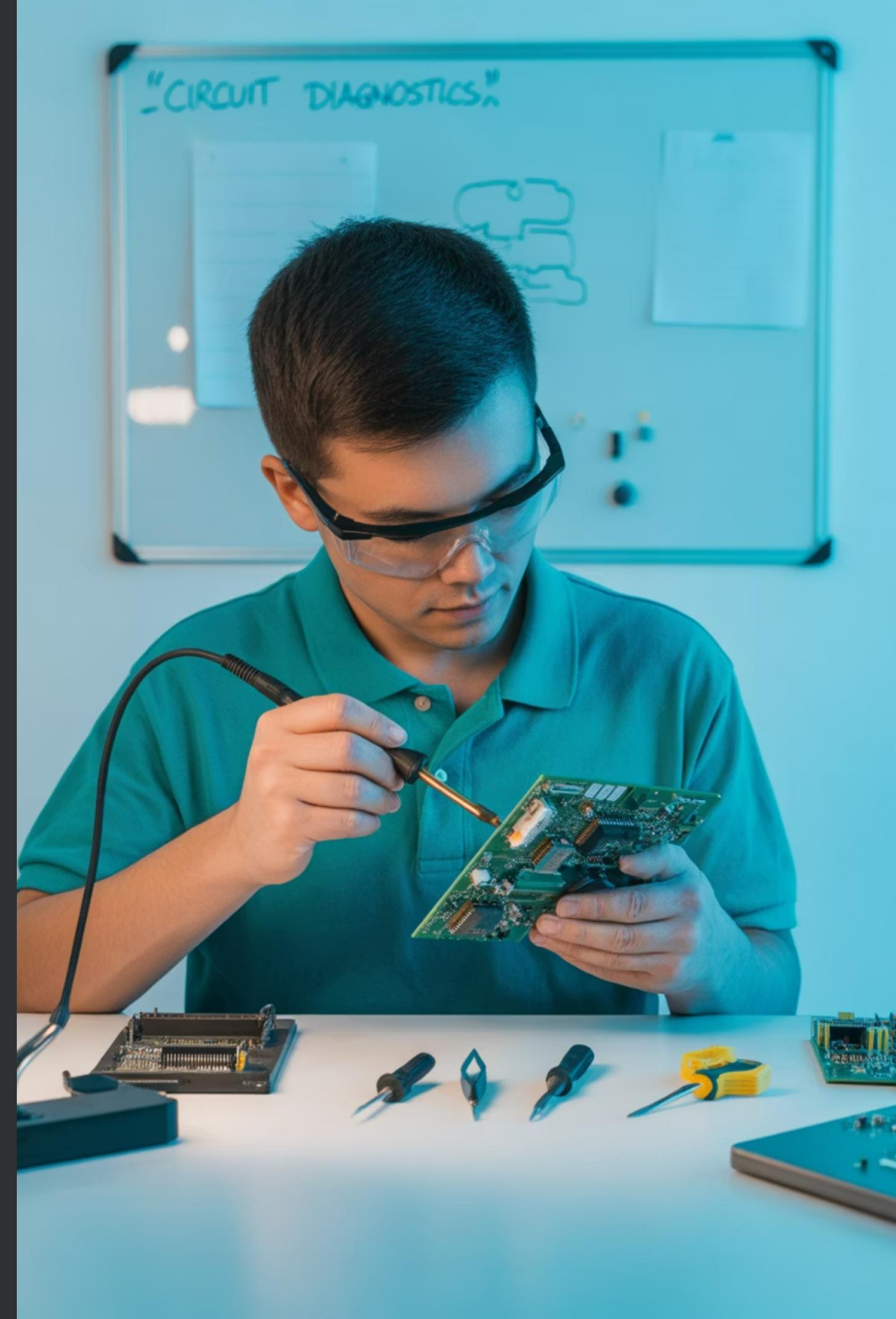




Return Materials Authorization (RMA) Procedure and Policy

A comprehensive guide to SNO ELECTRONICS CO LTD's warranty policies,
return procedures, and service commitments.

Effective: January 20, 2025



Warranty Coverage Categories

In Warranty (IRMA)

- **4G IP Camera, Solar Power camera, High Speed Dome: 24 months**
- **Wireless Camera, POE IP Camera, NVR/DVR: 12 months**

Warranty period begins from the date of departure from Shenzhen.

Out of Warranty (ORMA)

Products that experience defects after the warranty period has expired:

- **Beyond 24 months for 4G IP Camera, Solar Power camera, High Speed Dome**
- **Beyond 12 months for Wireless Camera, POE IP Camera, NVR/DVR**

All warranty periods are calculated from the date the goods depart offshore Shenzhen.

RMA Process Overview



Obtain RMA Number

Submit RMA request form to designated contact

Package & Ship

Properly pack defective parts with RMA number clearly marked

Product Inspection

SNO checks product within 24 hours of arrival

Repair or Replace

Engineers repair defect and test functionality

Return Shipping

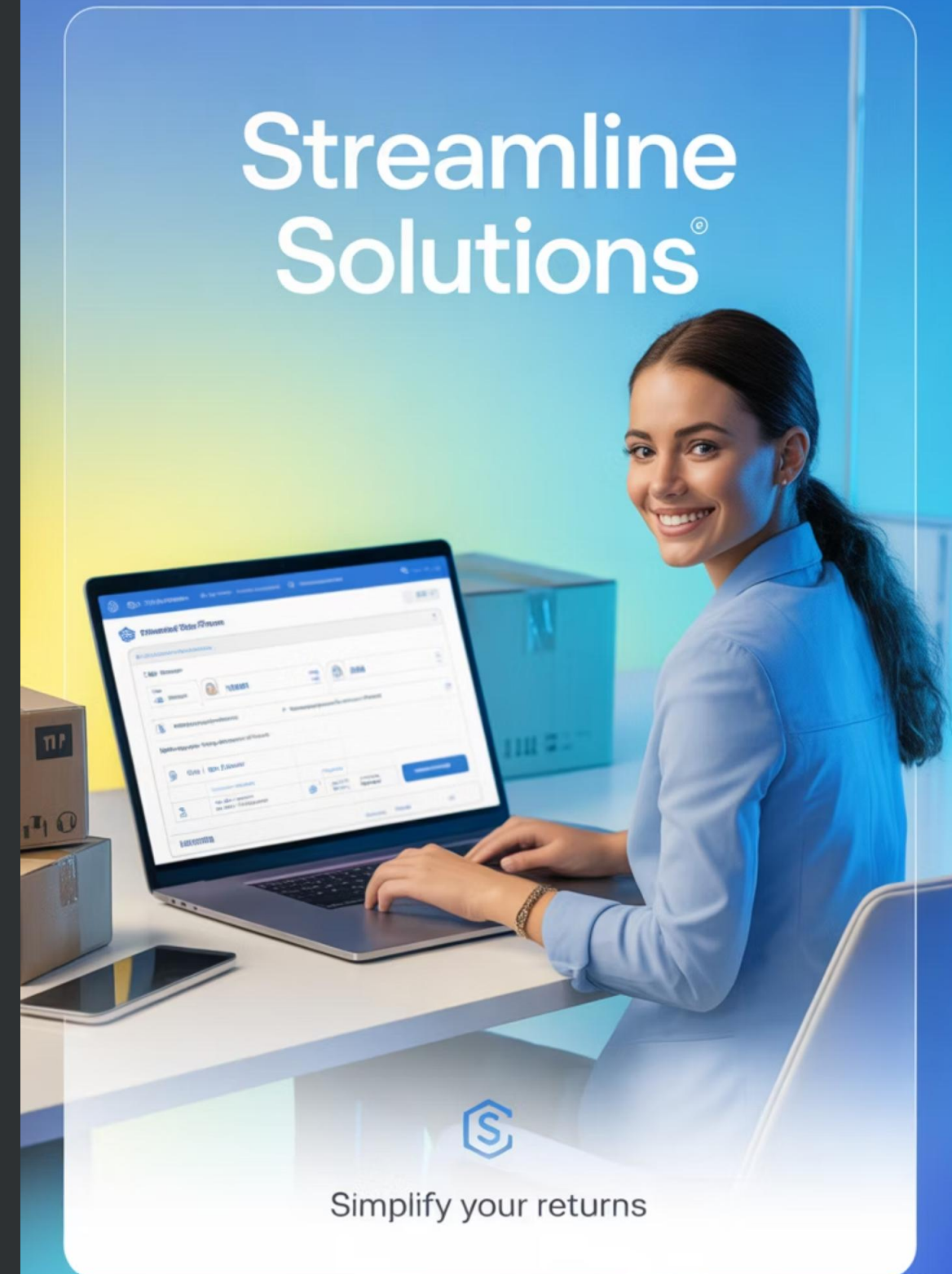
SNO covers return shipping costs for warranty repairs

This standardized process ensures efficient handling of all return merchandise authorizations.

Obtaining an RMA Number

1. Fill out the "RMA request form" completely and send it by fax or email to the corresponding RMA person
2. If unsure who to contact, check SNO's website or contact your sales representative
3. SNO's repair service personnel (RMA OP) will verify the form has precise information
4. Once verified, you will receive an RMA number

The RMA number is essential for tracking your return throughout the entire process.



Packaging and Shipping Guidelines

Customer Responsibilities

- Customer covers return shipping costs
- Return defective parts (CCD board, PCB) instead of complete machine when possible to reduce freight costs
- Pack products properly to prevent shipping damage
- Clearly mark RMA number on the package

Notification Requirements

To expedite the repair process, notify SNO's RMA OP by email with:

- Shipping date
- Quantity of items
- Tracking number

This information helps SNO prepare for your return's arrival.



Product Inspection and Repair Process



Initial Inspection

SNO checks product within 24 hours of arrival to verify condition matches RMA form description



Technical Assessment

Engineers diagnose and repair the defect as described by customer



Testing Phase

Product undergoes testing to ensure proper working order

If no issues found during 48-hour testing period, product processed as NTF (No Testing Failure)

If the product arrives damaged or inconsistent with the RMA form description, SNO will contact the customer before proceeding with repairs.

Repair Charges and Exemptions

Chargeable Repairs

- **All ORMA (out of warranty) repairs**
- **IRMA repairs where damage was caused by abuse, misuse, or unauthorized repair**

Repair engineers provide detailed reports for all chargeable repairs

Warranty Exemptions

SNO will charge for freight and repairs under these conditions:

- **Damage from incorrect operation or unauthorized modification**
- **Damage during shipment or installation**
- **Damage from unstable voltage or connecting with incompatible equipment**
- **Non-hardware issues**
- **Damage from force majeure events (fire, flood, etc.)**

RMA OP personnel will send a repair report and Performance Invoice (P/I) to the customer for confirmation of any charges.



Return Shipping Process

1. RMA OP personnel properly pack the repaired product with a maintenance report
2. The RMA number and quantity are clearly marked on the package
3. Customer receives email notification with:
 - RMA number
 - Shipping date
 - Tracking number
4. SNO covers the shipping freight for returning RMA goods to the customer

This streamlined process ensures transparency and efficient return of your repaired products.

Dead On Arrival (DOA) Procedure

Definition

Products that do not function within 30 days after receipt qualify as DOA.

Exclusions:

- Products repaired by unauthorized personnel
- Products subject to misuse, abuse, or improper installation
- All spare parts and items

DOA Process

1. Obtain "RMA request form" from your SNO sales representative
2. Complete the DOA form provided by sales rep
3. Package and ship the product (SNO covers return freight)
4. SNO will exchange or immediately repair upon receipt

Note: Products must be in original packaging with all accessories to qualify for exchange.

 DOA items receive priority handling and will be immediately replaced (based on stock availability) or urgently repaired.



Policy Review and Contact Information

Policy Review Schedule

This RMA Policy/Procedure will be reviewed on a semi-yearly basis starting from January 20, 2025.

The document remains effective unless a further amendment is announced.

Issued By

SNO ELECTRONICS CO LTD

Effective Date: January 20, 2025

For questions regarding this policy, please contact your SNO sales representative or visit our website for the most current RMA procedures.