

ULC, G4S Branded CCTV Warranty and Repair

This warranty agreement between ULC and G4S countries for G4S branded CCTV equipment supplied by ULC include: DVRs, NVRs, Monitors, Cameras, IP Cameras, Keyboards and Accessories.

This warranty period does not apply to any equipment marked CLR or SF in our price list at the date of shipping. Any item marked CLR or SF is strictly covered by our 12 months standard warranty.

Warranty period is 30 months from the date of purchase (on invoice) - Excluding Hard Drives.

Email-In service: ULC will provide the necessary service within 24 hours after receiving an email with a completed Quality Notice Report along with clear photos of the defective unit(s).

Ship-In repair service: ULC will repair the defective unit(s) after being delivered at ULC's local service site.

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| <ol style="list-style-type: none">1. Repair or replacement will be carried out through ULC's Warehouses, Service Centers or Factory.2. In the event of repairs/replacement of any part(s), this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Moreover, the time taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.3. ULC or ULC's authorized Service Center/Service Dealer, reserves the right to retain any part(s) or component(s) replaced at its discretion in the event of a defect noticed in the equipment during the warranty period.4. The warranty does not cover demonstration/installation of the product purchased.5. ULC's obligation under this warranty shall be limited to repair or providing replacement of part(s) only according to ULC's verdict between the two options. The maximum claim(s) will be subject to the price of the product purchased from ULC.6. In the event of any unforeseen circumstances, and spares not being available, ULC's prevailing depreciation rules will be binding on the purchaser to accept as a commercial solution instead of repairs.7. The warranty does not cover any accessories external to the system.8. The concerned Service Center will advise G4S whether to affect the repair at site or at ULC's Service Center. | <ol style="list-style-type: none">9. Repairs during warranty period shall be carried on "Ship-In" basis through RMA procedure. Wherein for service the purchaser shall bring the product to the Service Center with whom the set is registered for warranty service. The warranty does not cover any transportation expenses from place of installation to the Service Center.10. ULC's Service Center is responsible for the transportation expenses to G4S. If the product was found functionally operative or defected from any physical misuse, G4S will be responsible for the testing labor work and transportation expenses.11. Any replacement parts needed for repair are shipped to G4S through their regular shipments, or separately. All transportation expenses will be handled by ULC in this circumstance12. Defective part(s) need to be shipped back to the Service Center directly in a period of 2 weeks from the replacement part's arrival. Transportation expenses will be handled by G4S in this circumstance.13. If G4S delayed sending the defective part from two weeks and/or the defective unit was found functionally operative or defected from any physical misuse G4S will be charged for replaced part and transportation expenses.14. Any part(s) of the system replaced by ULC at its discretion shall be with a functionally operative part.15. ULC is liable to provide the service support only for the models sold and marketed by ULC to G4S companies worldwide. |
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Defective on Arrival (DOA) Policy

<ol style="list-style-type: none">1. For items that are declared DOA by G4S, an immediate FOC (free of charge) replacement will be sent by ULC after receiving Full Quality Notice Report from G4S. An R invoice will also be issued for the replacement pending verification of the DOA item by ULC.2. Replaced items will be included with any scheduled G4S shipments. If a shipment is not available, ULC will arrange a shipment to G4S in a timely manner.3. Any DOA unit(s) must be reported within 30 days from the date of purchase via email to ULC's technical team.4. For item(s) reported as DOA in more than 30 days and less than 90 days from date of purchase, customers are required to indicate via email that the defective unit is DOA and request a FOC replacement. All defective unit(s) will be inspected by ULC's technical team to determine whether the unit is DOA and requires immediate replacement, normal repair, or has been physically misused by the user. Misused item(s) are subject to further repair fees.	<ol style="list-style-type: none">5. Equipment(s) will be replaced for the same, equivalent or higher specification model as per available stock.6. Defective units must be shipped back to ULC with original packaging and full accessories.7. Defective units must be shipped back to the service centre within 2 weeks from the replacement part's arrival date. ULC will handle any transportation expenses.8. If the returned product found functionally operative or defected from any physical misuse or detected as used before defect, the R invoice for the replacement will be due along with testing labor work and both transportation expenses of replacement and returned product.9. If G4S was delayed from sending the defective part more than two weeks, the R invoice and transportation will be due.
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Low Budget Items Policy

<ol style="list-style-type: none">1. Any item(s) valued at less than \$100 USD on a ULC invoice, if reported defective, ULC will send a FOC replacement on a case-by-case basis.2. Any replaced unit(s) will be scheduled for shipping with the nearest G4S shipment, after receiving the defect report.3. Equipment(s) will be replaced for the same, equivalent or higher specification model as per available stock4. Upon ULC request & after accumulating low budget defective items or 6months from first defective the soonest, G4S will ship defective items to service center.	<ol style="list-style-type: none">5. Defective units must be shipped back to ULC with original packaging and full accessories.6. If the returned product found functionally operative or defected from any physical misuse the R invoice for the replacement will be due along with testing labor work and both replacement and returned product transportation7. This policy is used on a case-by-case basis and requires G4S and ULC approvals.
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Returned Material Authorization (RMA) Policy

After G4S reports a defect to ULC, ULC will issue Case number and communicate to trouble shoot and solve issue; if a defect in the equipment which can't be solved promptly & locally is determined the RMA number will be issued to return the equipment, the below procedure will be followed:

<ol style="list-style-type: none">1. All items have to be labeled with the serial number and RMA # and clear fault description.2. Once the item(s) is/are shipped out by G4S, the following need to be sent to ULC promptly:<ol style="list-style-type: none">I. Commercial Invoice:<ol style="list-style-type: none">a) The RMA and serial numbers of each item and the number of cartons must be clearly stated on the invoice.b) Price should be in USD. Reduced prices are acceptable to save in customs when the items are returned back to you.II. AWB or B/L for shipment3. All shipments are prepaid by the shipper.4. Items shipped to ULC must be clean and in proper packaging, otherwise G4S will be charged for the new packaging.	<ol style="list-style-type: none">5. In cases where no or unclear photos were included in the Quality Notice email; ULC's team decision will be set according to the item's condition and will be applied to the case.6. Any returned items that do not follow the above procedure will not be processed and G4S has to send corrections and clear clarification.7. G4S will be charged for the repair services and any replaced parts, in addition to all the shipping expenses in the following cases:<ol style="list-style-type: none">I. Out-of-warranty items.II. The defective item was found tampered with and/or has no true defect.
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Note: RMA # will be valid for 60 days from date of issue and shall not be used after, if needed new RMA# must be issued.

THIS WARRANTY IS NOT APPLICABLE IN ANY OF THE FOLLOWING VIOLATIONS:

<ol style="list-style-type: none">1. The quality notice is not completed and sent via email to the service center by G4S.2. The product is not used according to the instructions' manual.3. Defects caused by improper use.4. Modification or alteration of any nature is made in the electrical circuitry/ or physical construction of the set.5. Installation/ repair work is carried out by persons/agency other than those approved by ULC.	<ol style="list-style-type: none">6. Site (premises where the product is kept) conditions do not confirm to the recommended operating conditions as per manual.7. The original serial number is removed or altered from the machine or cabinet.8. Defects caused by natural disasters such as fire, earthquake, flood, thunder, electrical storm, etc...9. Defects while in transit to service center or shipping to G4S.10. DVRs/NVRs with HDD not proved by ULC.
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