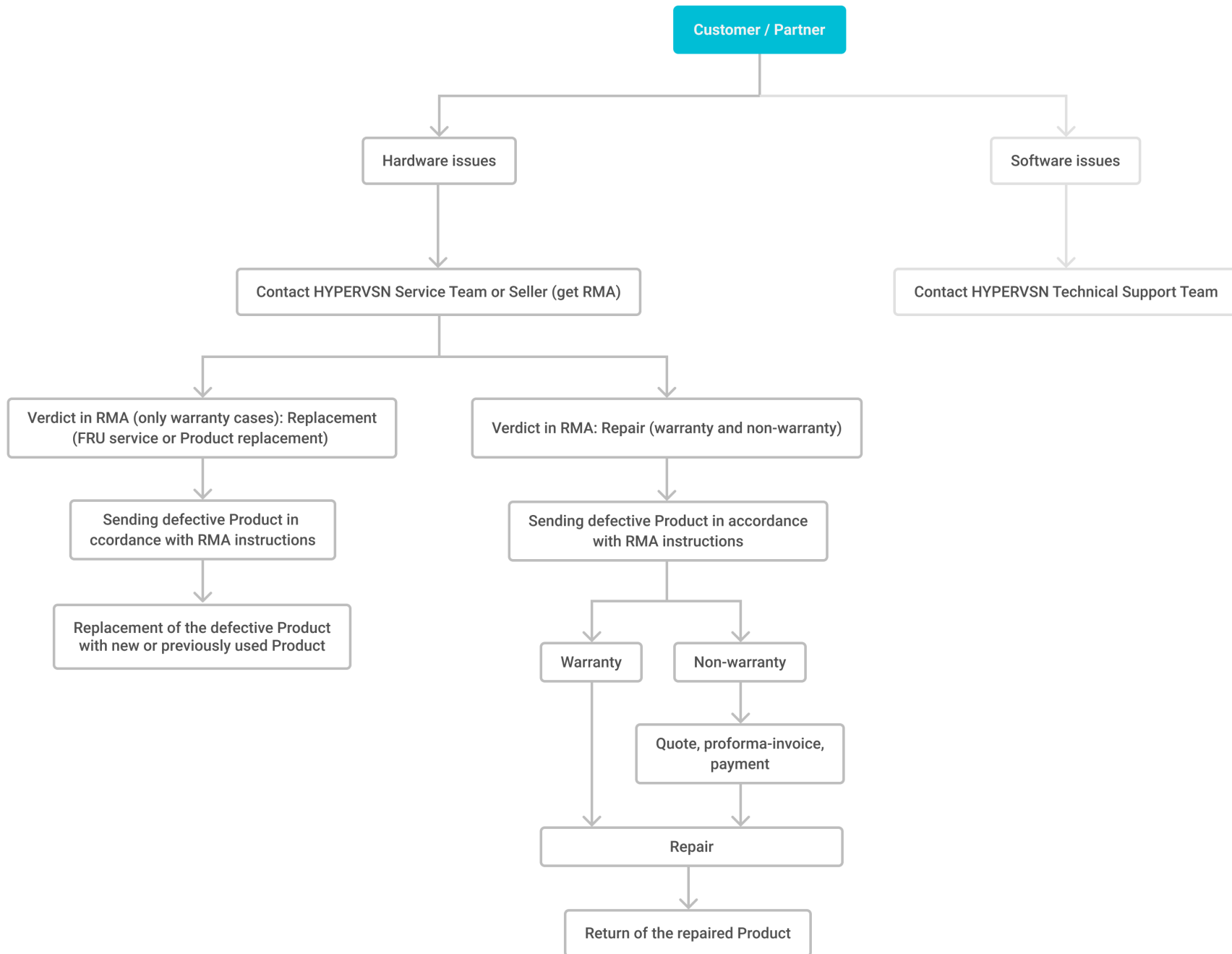


HYPERVSN Warranty Service Flow



Definitions

Product means any HYPERVSN hardware product.

Customer is a final customer that: (a) is an individual or legal entity, and (ii) has acquired the Product for its internal use in accordance with the purpose it was originally designed.

Partner is an Exclusive Distributor, Authorised Reseller or other party which has an obligation to sell the Products under an agreement executed with Kino-mo Ltd.

Please refer to HYPERVSN Limited Warranty for any other terms and definitions.

Warranty Service flow

The present warranty service flow is based on HYPERVSN Limited Warranty and refers to the Products only. If any software problem (including, but not limited to activation, content creation and upload, connecting to Wi-Fi, etc.) occurs, the Customer should contact HYPERVSN Technical Support Team at support@hypervsn.com.

To obtain the warranty service, either the Customer or the Partner (at their sole discretion) shall request return material authorization (“**RMA**”) by contacting any of the following parties:

- The seller who sold the Product, or
- HYPERVSN Service Team at service@hypervsn.com.

IMPORTANT! Please expect a response from HYPERVSN Service Team during regular working hours (GMT). If you have any urgent requests please contact HYPERVSN Technical Support Team at support@hypervsn.com, available 24/7 online.

The RMA request is an imperative requirement for getting any warranty service. No actions should be taken before RMA is received. RMA shall verify the Product warranty status (warranty/non-warranty case) and contain instructions on how to handle the case. Please refer to HYPERVSN Limited Warranty for available warranty service options and distribution of allocated costs.

Non-Warranty Repair

If a defect in the Product arises beyond the Warranty Period, or such defect is not covered by the warranty, the Customer or the Partner may request a non-warranty repair by contacting any of the following parties:

- The Seller who sold the Product, or
- HYPERVSN Service Team at service@hypervsn.com.

In the event a non-warranty repair is approved, the RMA shall be issued. The Product shall be sent for its diagnoses to the location indicated in RMA at the Customer’s/Partner’s cost. Once the Product is received and diagnosed, the Customer/Partner shall be provided with a quote. The Customer/Partner is responsible for all related costs. Once the quote is accepted and the payment is received, the repair shall be performed and the Product - returned at Customer’s/Partner’s cost.

For more information refer to HYPERVSN Limited Warranty.