
2019 Boly RMA Policy for Worldwide Distributor

Thank you for buying Boly's product(s)! This is Boly's RMA(Return to Manufacturer Authorization) service guide for defective product(s). If you would like to submit an RMA, please read all procedures as below.

1. Self Check:(Over 50% claimed fault can be fixed easily)

- A) Please check the user manual to double confirm the failure symptoms you are facing.
- B) Please connect with technique support engineer (fae@bolymedia.com) to check if the camera really need to send back for repair.If the camera be delivered without consent. We will not accept maintenance.
- C) If you didn't purchase directly from Boly, please return the goods to the distributor where you purchased from for repairing or replacement.

NOTE: ANY PHYSICAL DAMAGE, MISUSAGE, OR UNAUTHORIZED DISASSEMBLING OF ANY PART OF THE PRODUCTS WILL LEAD TO WARRANTY VOID.

2. Obtain RMA request form from Boly(Only for authorized Dealers):

- A) We send you a RMA request form by email upon request.
- B) Please fill in all related info like model number, serial number, failure symptom, purchase date and invoice number on RMA request form, E-mail or Fax back to Boly.
- C) Upon receiving the filled RMA request form, we will check and use it for repair reference.
- D) We will not accept cameras that have been phased out.
- E) We will not accept cameras that have been sold more than 30 months.

NOTE: ANY RETURN WITHOUT PRE-APPROVED RMA REQUEST FORM WILL NOT BE REPAIR. IT IS A MUST HAVE FOR ALL RETURNS FOR REPAIRING OR EXCHANGE ISSUES.

3. RMA OF BS-01 or BC-02

- A) The warranty period of BS-01 or BC-02 is 12 months start at the shipping date for boly.
- B) We will not accept BS-01 that have been sold more then 12 months.

4. All of accessories are non-acceptance return and repair

5. RMA Charge Instructions:

- A) The warranty period is 24 months start at the shipping date from Boly.
- B) The freight cost shall be prepaid by sender party(not Boly) when you return the defective goods. It is disregarded for the goods are in warranty or out of warranty. Boly doesn't accept any collect shipment. All RMA shipment must be prepaid by sender party.
- C) If the defective goods is within warranty period, Boly will repair and send you back at Boly's cost.
- D) If the defective goods is out of warranty period, Boly in principle will not accept these products for repair, but if you insist for repair, Boly will check upon product inspection report to charge some repair cost and send back at sender's cost.
- E) Cameras out of warranty and allow send back for repair will be charged according to the maintenance of the corresponding maintenance costs, Non-communication camera requires \$ 35 maintenance fee, communication camera requires \$ 70 maintenance fee.

Boly Media Communications (Asia) Co.,Ltd.

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F) For the maintenance fee, if your repair camera out of warranty that need pay the maintenance fee, please pay the maintenance fee first before you send repair camera. As per repair camera come to our customs, we need pay a lot of customs clearance fee.

6. How to Send the Defective Product(s) to Boly:

Part 1: Collect Defective Product(s):

- A) Please check warranty card inside the package, make sure the product is within warranty period, the start of warranty time is the shipping date from Boly.
- B) Make sure the product has real defective, and not physical damaged.
- C) Stick a label with problem description on product for repair reference.
- D) Each parts of product should come together not dismantle separately.
- E) Please make sure the product is made by Boly.

Part 2: Shipping Instructions:

Please use below consignee for delivery(ship to our HK branch's warehouse):

Receiver: Boly Media Communications (Asia) Co.,Ltd.

Address: Unit B5, 9/F, Phase I, Yee Lim Factory Building, 32-40 Kwai Ting Road, Kwai, Chung, New Territories, Hong Kong

Contact: GUO JIAN PING

Tel: 00852-6558 8258 (make sure this number on the Airway bill)

E-mail: Amanda@bolymedia.com

Special Notice for Delivery:

- A) Please don't return the goods without getting pre-approved RMA request form.
- B) Please confirm with us the shipping information and send the shipping invoice for Boly approval before delivery.
- C) Add the description (product name) on Airway bill, it is important to do the custom clearance.
- D) You should use door to door courier to ship the goods, and send us tracking number in-time after delivery. Please e-mail us your waybill number.
- E) If you send your goods to our Shenzhen office, you must send them via EMS. Or you can choose other courier to send back your goods to our Hong Kong office.
- F) Boly media will not responsible for any shipping charges' for unapproved shipments. Also Boly will charge back all costs cause by that.
- G) The return and repair process will take around **3 Months** after received, please be patient to wait for the goods, we will keep you updated for the repair status along the way.

7. Disclaimer Statement:

After received defective product(s), Boly will do careful checking according to the label sticker and RMA form, Boly will not accept the following conditions.

1. Non functional defects.
2. Out of warranty time (No free repair).
3. Physical damage and man-made sabotage.

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