



HQ: 9225 Leslie Unit 2, Richmond Hill, ON L4B 3H6, Canada

CA: +1 (289) 800-9000

USA: +1 (301) 900-1000

RMA Policy & Procedure

1st April 2025

OVERVIEW

Thank you for purchasing Anabon Security's products. We are committed to provide the most reliable products and the highest level of services to our customers.

If you experience any technical issues with our products or believe that the item received is defective, please contact our Technical Support team promptly. Our experienced technicians will assist you in troubleshooting and, if necessary, initiate a return process once the defect is confirmed. For Technical Support, please contact our Headquarters at: (289) 800-9000 or (301) 900-1000, Extension: 2.

45 DAYS RETURN POLICY

Our return policy allows for returns within 30 days of the initial purchase, and may result in a refund or replacement with another model number if necessary. Equipment returned after 30 days from the initial purchase will still be accepted for return, but will be credited to the client's account for their next purchase, until 45 days from the initial purchase. In order to obtain an RMA Form, it is necessary to first contact our Technical Support Team or Customer Service. **The RMA Request Form must be properly completed and attached to the returned package, as returns will not be accepted otherwise.** To be eligible for a full refund or store credit, the returned product must be free from defects (excluding obvious quality defects) and include all original accessories and packaging. If these conditions are not met, we will determine whether a partial refund will be issued or if your return will be rejected. Please have in mind that all PTZs and Hard Drives are excluded from the 45-day return option. After the expiration of the 45-day return period mentioned above, we will only accept returns for obvious quality defects, subject to prior contact with our Technical Support team.

ADVANCED REPLACEMENT POLICY

This is an agreement that Anabon Security has entered into with its trusted purchasing customers, hereinafter referred to as "Purchasers". By affixing their signatures below, Anabon Security and the undersigned Purchasers agree to the following Advanced Replacement terms:

1. During the product warranty period, if the Purchaser discovers that our product is defective and, after making a phone call to Anabon Security's Technical Support, the issue remains unresolved, the Purchaser may request Anabon Security to replace the defective product. Anabon Security will immediately comply with the replacement request.
2. The Purchaser is responsible for the shipping costs associated with returning the defective product to Anabon Security within seven (7) business days of submitting the replacement request. If Anabon Security advises the Purchaser to dispose of the defective unit instead of returning it, the Purchaser will be responsible for the shipping costs of the replacement unit—**except for CASE products**, which because of advanced replacement policy, includes free shipping for both original and replacement units. Anabon Security's obligation to provide a replacement is contingent upon receiving the returned product and confirming the defect. If the Purchaser requests an immediate replacement, a credit application form must be completed, authorizing Anabon Security to temporarily hold the value of the replacement unit on file. Upon receiving the returned product, our Technical Department will inspect it to verify the reported defect. If the unit is confirmed to be defective, the warranty will be honored, and a replacement will be shipped to the address provided by the Purchaser.
3. Upon receipt of the returned defective product, Anabon Security will conduct an assessment to determine whether the defect is attributable to quality issues. If the defect is deemed unrelated to quality concerns, Anabon Security will promptly notify the Purchaser and charge their card the cost of the replacement unit(s), if dispatched. This agreement excludes damages resulting from shipping, cut wires, or other indications of misuse or mishandling, including water and electrical damage caused by inadequate installation. If the Purchaser requests the return of the defective unit, they shall bear the shipping costs.
4. In the event of a dispute regarding Anabon Security's determination stated in the above paragraphs or arising from any of their business transactions, the parties agree to resolve their differences through binding arbitration by the American Arbitration Association ("AAA"). The arbitration shall take place at an AAA office located at the approximate midpoint between the parties' corporate locations to ensure that each party bears an equal burden of traveling.

The Purchaser agrees to participate in the arbitration in good faith and shall promptly pay for their side of the fee obligation for arbitration. If the Purchaser fails to participate in good faith or pay the fees, Anabon Security may seek appropriate legal remedies, including a court order to enforce this clause, in which case the Purchaser shall reimburse Anabon Security's reasonable legal fees.

For the **CASE (CANADA SECURITY)** product line, all cameras and NVRs in the product line are covered by a **6-year limited warranty**, with the exception of PTZ cameras, which carry a **3-year limited warranty**. Accessories are backed by a **lifetime warranty**.

For the **TIANDY** product line, all products, including cameras, NVRs, and accessories, come with a **2-year warranty**. Please note that special offers, such as clearance sales or promotional campaigns, may have different warranty terms, which will be clearly stated at the time of purchase.

The **MILESIGHT** product line offers a **2-year limited warranty** on all cameras and NVRs.

For the **SMARTUS** product line, all products are covered by a **2-year limited warranty**, with the exception of solar panels, which come with a **1-year limited warranty**

RESPONSIBILITIES

We retain the right to determine whether the returned product is defective in quality. It is important to note that quality defects do not encompass physical damage or damage resulting from misuse or mishandling. We will inform you of our decision within seven business days, and if approved, a refund or credit will be issued within ten business days. To be eligible for a complete refund or store credit, the returned products must be devoid of defects (excluding apparent quality defects) and contain all original accessories and packaging. If these conditions are not met, we will determine whether a partial refund will be issued or if your return will be denied.

PROCEDURE

We kindly request that you cooperate with our Technical Support Team before initiating a product return. Non-cooperation may cause a delay or denial of a refund. The purchaser is responsible for all shipping costs incurred in returning products.

Purchaser Name: -----

Purchaser Signature: -----

Date: -----