

(DARW) – Dahua Advanced Replacement Warranty

We want you to have confidence in the products you install and the supplier you purchase from, for this reason we offer an advanced replacement policy across a range of products we supply.

Mast Digital (UK) offers a 3 Year advanced replacement warranty to all Dahua KIPP partners (Key Integration Partner Program) and 1 Year advanced replacement to any customers not registered with the program. Should you be unfortunate and have one of your items become faulty we will look to replace with another product of the same model or closest equivalent (Terms apply - excludes special order and project related products, please check our product warranty list)

Products considered faulty within 30 Days of invoice will be replaced with a brand new or equivalent item. Any product considered faulty after 30 days will be replaced with either a new, equivalent or manufacturer refurbished item.

Once the faulty item has been replaced, we will arrange for the collection of the faulty item at no cost to yourself. This means that we keep the faulty item, and you keep the new replacement. Note – The warranty of the replacement continues from the date the original item was purchased.

Advanced Replacement Benefits –

- **Quick Turnaround – Dispatched same day where possible.**
- **Efficiency– Quick and easy process, Tech confirmation and simple online form completion**
- **Cost - Reduces cost implications for Installer & End user**
- **End User satisfaction – Ensures your end user is happy with the outcome and replacement product.**

How It Works

1. If you feel your product is faulty then your first step is to call or email our technical department to discuss the issue, our tech team will attempt to resolve but should they be unable to then they will raise you an RMA number for return of the faulty item. (Please Note - NO return will be accepted without an RMA number)
2. A sales order will then be raised for the replacement item in which it will be billed to your credit account along with any associated shipping costs (If no credit account is available then a payment will be required). The replacement item will be sent out the same day where possible for next day delivery.
3. Once the faulty item has been replaced then Mast will arrange a collection for the faulty item at no cost to yourself (Up to one year after purchase date). Please ensure that the item is available to be collected on the requested date and is sufficiently packaged (Must be within 14 days of RMA submission)– (Please refrain from sticking or writing on the original product packaging as this will void your ARW). If for any reason we are unable to collect on the dedicated date through no fault of Mast Digital, then it is the responsibility of the customer to return the goods at their own cost.

4. Once the faulty item has been received back to us our team will test the product, any product found “Not Faulty” may be returned and a credit note may not be issued, this is at the discretion of Mast Digital.
5. Upon fault confirmation our credit team will apply a credit note against your account including the carriage costs charged at the time of replacement. Mast will keep the faulty item and you keep the new replacement!

Important – Please Note

The warranty will not be covered by the following

- Incorrect Installation
- Damage from transit when on its way back to Mast
- Damage by mishandling
- Any modifications made without prior approval
- Use outside of product specification
- Voltage spikes, Water damage (Act Of God)
- Third party software functions (Not advised or supported by the manufacturer)