



Process Note for System Integrator

1. **System Integrator** to contact Godrej Security Solutions Technical Helpdesk via Toll Free No: 1800 209 9955 (select option 3) for online technical support.

Note: In case of DOA (Dead on Arrival) within 7 days of DOP (Date of Purchase), SI to get in touch with SD/RD for replacement with new product within 7 days of DOP (Date of Purchase).

Important: The SI must return the product with original packaging and all accessories (screw, mounting plate, Indoor Unit, Outdoor Unit etc.) for replacement.

2. SI to share **original proof of purchase (invoice copy)** along with **serial number of defective products** with THD to initiate RMA process (Repair).
3. After receiving email confirmation from THD, System Integrator should ensure below points before dispatching the product for repair.
 - Clean the product, ensure that it is free from dust/debris.
 - Accessories like SIM/memory card, bracket, power adaptor, cables etc. to be **excluded** from the packaging.
 - Ensure proper cushioning of all fragile parts of the product like lens, screen, antenna etc.
 - Bubble-wrap each product separately and place it in original box or rigid cardboard box to avoid in-transit damage.
 - Place the RMA confirmation email inside the box before sealing the package.
 - Seal the package and write '**Customer material for repair**' on the outer box packing.

4. Post packaging, SI to hand deliver or courier the defective product(s) to the respective ASP-CC (address and contact details available on the RMA confirmation email).
5. SI to fill up Dispatch intimation form [Link is available in RMA confirmation email]
6. SI to follow up with ASP-CC for TAT of the repaired product.

Warranty Exclusion:

This warranty shall not apply to the following:

- Products purchased from unauthorized sellers.
- Physical or cosmetic damage during transit or use.
- Use with third-party products, third party software or data, user installed software accessories.
- Damage due to accidents, misuse, natural disasters, rodents/insects, or exposure to abnormal voltage.
- Unauthorized modifications.
- Firmware/software installations.
- Operating or storage conditions outside the recommended guidelines.
- Normal wear and tear.
- Removal, alteration, or tampering of serial numbers or labels.
- Loss, theft, or lack of proof of purchase.
- Service by unauthorized personnel.
- Issues related to signal reception or compatibility.
- Voltage variation beyond $\pm 5\%$ of rated voltage