

After Sales Service Programs & Policies

Our Commitment to You – Customers are our #1 priority. It is our mission to serve our customers and partners in a professional and responsive manner, and all of our employees are empowered to do so.

Program Highlights:

Expanded and Simplified Warranties – With very few exceptions, all products now come with a minimum 3 year warranty. (see table below)

Easy Accessibility – Toll-free numbers make it convenient to contact our offices.

FREE Advance Exchanges – Free in-warranty advance exchanges are available on all of our most common products, allowing you to quickly resolve in-warranty product failures at no cost to you.

- **In-Warranty Shipping** – Free inbound and outbound shipping is offered for any products returned and confirmed as warranty claims.

Overnight Shipping for Warranty Repairs – BOSCH Security Systems will upgrade shipping to overnight at no charge to you when needed.

BOSCH Security Return and Warranty Policy Statement

This Return and Warranty Policy Statement applies to BOSCH Security equipment purchased directly from BOSCH Security Systems. If you have acquired BOSCH Security Systems equipment through a distributor, please return the equipment to the original place of purchase.

Returning BOSCH Security Products

For **credit returns**, before returning any products to BOSCH Security Systems, you must first obtain a Return Material Authorization (RMA). This ensures your returns are properly tracked, accounted for and minimizes any errors or delays.

For **warranty claims** only, an RMA is generally required to ensure proper information flow and minimize chance for delays in processing; however products may be sent directly to the Bosch Security After Sales Service Center without a preauthorization or RMA number.

To obtain an RMA, contact the appropriate BOSCH Security After Sales Service Center (see [After Sales Service Center Summary](#)) for your product, and have the product and the following information ready:

- Your contact information
- Original PO number (if credit return or failure in first 90 days)
- SKU/part number or product description (if possible)
- Serial number (if possible)
- Reason for return (as specific as possible)
- Manufacturing date code (if possible)
- License number (if applicable)

BOSCH Security After Sales Service will provide you with an RMA number and an RMA acknowledgement form that confirms your request.

Once you have the RMA, repackage the product appropriately and attach the RMA acknowledgement form on the outside of the package. Then send the product to the return location given by the After Sales Service Center.

We reserve the right to cancel the RMA after 30 days if the product is not received.

The service department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination. If the product is deemed not to be covered by warranty, we will contact you to determine if you would like us to treat it as an out of warranty repair (see below) or have the product returned to you.

Warranty Repair/Exchanges

Subject to the terms of the limited warranty in effect at the time of purchase, BOSCH Security Systems will repair or exchange any product that fails to meet the specifications provided within the product's warranty period. The actual warranty period starts from the date of shipment from the BOSCH Security facility or point of origin, and varies based on product category and type of equipment (see following summary).

For all warranty repairs, BOSCH Security Systems will cover costs for parts and labor, standard refurbishment and/or software hardware upgrade, and transportation.

Advance Exchange

Advance exchange products are new or like-new refurbished products and carry a warranty aligned with the warranty of the product being replaced. BOSCH Security Systems will send new advance exchange product to replace defective equipment that has failed upon initial install for up to 90 days from the original date

of shipment. A purchase order or pre-payment is required for all advanced exchanges. At which time the defective product is returned this payment amount will be credited to you.

Fast Exchange

In cases where the customer prefers not to provide a PO number for an advance exchange, Bosch Security Systems provides a Fast Exchange option. In this case no PO number or prepayment is required, and we will ship an exchange unit to you immediately after receiving your defective unit.

Note: Advance and Fast Exchange programs are not available for custom products.

Non or Out of Warranty Repairs

For all non-warranty repairs, BOSCH Security Systems will provide you with a repair price that includes charges for parts, labor standard refurbishment, and all shipping. On some products repair prices may be based on an individual repair estimate provided to you. You may pay for non-warranty repair charges by purchase order or credit card.

All such repairs are warranted for 90 calendar days; If repaired product fails within the first 90 days after shipment to you, we will repair at no cost to you.

Credit Returns

BOSCH Security Systems will refund or credit new, standard production items that are unused and in original shipping cartons, for a period of 90 days from the original

Warranty Period Summary

Product Type	Warranty
Video Surveillance Products (CCTV) - All (Exception: Pan/Tilts are warranted for one year, Aegis Super LED and UF LED Illuminators are warranted for five years).	3 Years
Intrusion Alarm Products- - Control Panels and Wireless Products - PIR & PIR/Microwave Detectors	3 Years 5 Years
Fire and Access Control Products - All	3 Years

date of shipment. All returned merchandise is subject to a 25% minimum restocking fee.

Note: Credit is not available for custom products.

Refurbished B-stock Products

BOSCH Security Systems occasionally offers select products for sale as *B-stock* – units that have been used in the field, repaired and/or refurbished.

B-stock products come with 1 year warranty.

Packaging Your Shipment

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
- All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
- External packaging must be sufficient to protect the contents from the usual hazards of shipping.
- Whenever possible please also include a copy of the RA form or other related information.

If you have questions about this policy or our service programs, contact the appropriate BOSCH Security Systems After Sales Service Center in your area

Product Type	Warranty
Bosch Conferencing Products (Exceptions: 1) Rechargeable Battery Packs for Wireless Discussion Units or Integrus Receivers and Headphones and ID Cards are warranted for one year. 2) Carrier bags for floor stands and replacement ear pads or ear tips are not warranted)	3 Years
Public Address / Commercial Sound Products – All	3 Years
Care Solutions Products (Personal Security, Care Phones and related Products) - All	3 Years

OTHER WARRANTIES, LIMITATION OF LIABILITY

BOSCH Security Systems warrants that its products, at the time of shipment by BOSCH Security Systems, are free from defect in material or workmanship under normal use and service for the respective warranty periods specified in the applicable Price Schedule or as otherwise published.

To Assure conformance with operating limitations, Buyer should refer to the applicable data sheet.

The warranty is void (i) if the Product is not operated in conformance with installation, environmental, mechanical or electrical requirements, or within thermal stress limits, or (ii) to the extent that any malfunction is the result of misuse, abuse, vandalism, neglect, improper installation or application, alteration, accident, or negligence in use, storage, transportation, or handling or if the original identification markings on the Product have been removed, defaced or altered, lightning, electricity, water, fire, environment or other hazard, or act of God, or other impact outside of normal operating guidelines.

The foregoing warranty is subject to Buyer's (i) promptly written claim and (ii) timely provision to BOSCH Security Systems of an opportunity to inspect and test the Product claimed to be defective. Such inspection may be on Buyer's premises and/or BOSCH Security Systems may request the return of the Product at Buyer's expense. However, BOSCH Security Systems shall not be responsible for packing, inspection, or labor costs in connection with the return of Product. No Product shall be accepted for warranty service that is not accompanied by a Return Authorization issued by BOSCH.

The liability of BOSCH Security Systems hereunder or otherwise is solely and exclusively limited to replacement (new or refurbished Product), repair, or credit of the amortized purchase price, as BOSCH Security may elect, for any Product which is returned by Buyer during the applicable warranty period, or services for which timely notice of defect has been given by Buyer, and which are found by BOSCH Security to be subject to adjustment under this warranty.

BOSCH Security System's warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise or grow out of BOSCH Security's rendering or technical advice, facilities, or services in connection with Buyer's order to the products furnished hereunder.

BOSCH Security Systems After Sales Service Centers

AMERICAS, CANADA

CCTV, Intrusion, Fire, Access, Systems, PA & Congress	BOSCH ST Service Center 8601 East Cornhusker Hwy. Dock B Lincoln, NE 68507	Ph: (1) 800-366-2283 Fax: (1) 800-366-1329	Email : Repair@us.bosch.com
CCTV, Intrusion, Fire, Access,	Video Experts 145 Barr Unit 2 Saint-Laurent, QC H4T 1W6 400 Matheson Blvd. E unit 5, Mississauga, ON L4Z 1N8	Ph: (1) 800-722-3973 Fax: (1) 866-797-2288	Email : service@videoexperts.com

EUROPE, MIDDLE EAST, AFRICA

CCTV, Intrusion, Fire, Access, Systems, PA & Congress	BOSCH ST RMA Warehouse Building N2 Gate 3/ Kapittelweg 10 4827 HG Breda The Netherlands	Ph: +31 765721500 Fax: +31765721413	Email: RMADesk.STService@nl.bosch.com
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ASIA PACIFIC

CCTV, Intrusion, Fire, Access, Systems, PA & Congress	BOSCH Security Systems Ji Chang Bei Road 20# Qingwan Industrial Estate Sanzao Town, Jinwan District, Zhuhai PRC 519040 China	Ph: +86 756 7633117 Or +86 756 7633121 Fax: +86 756 7631710	Email: customer.service@cn.bosch.com
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