Requires Adobe Acrobat Reader DC to edit and send. Click here to download.

Prior to obtaining a returns number you must first contact the Technical Department on 01462708820 Option 2 to discuss the fault and confirm the product is to be returned for further testing.

RMA Request

Please fill in the form below and we will contact you shortly regarding your returns request.

Company Name

Contact Email

Contact Number

Phone Number | Mobile (optional)

Return Address

Street Address

Town/City | County

Postcode | Country (United Kingdom)

Date of Purchase

Day | Month | Year

Purchase Order/Sales Invoice Number

Replacement Required? (where applicable)

Credit Required? (where applicable)

Spoken to EZCCTV technical support

Product Details

Product 1

Quantity

Product Code

Serial Number

Reason For Return

Purchase Order/Sales Invoice Number (if different from above)

Product 2

Quantity

Product Code

Serial Number

Reason For Return

Purchase Order/Sales Invoice Number (if different from above)

Product 3

Quantity

Product Code

Serial Number

Reason For Return

Purchase Order/Sales Invoice Number (if different from above)

Product 4

Quantity

Product Code

Serial Number

Reason For Return

Purchase Order/Sales Invoice Number (if different from above)

***By signing this form you are in full agreement with EZCCTV's returns terms and conditions below:**

Print Name

Position in Company

Signature **(Type name to sign)**

Hikvision advance replacement policy. All Hikvision products (excluding PTZs) purchased after September 2016 are covered by a 3-year warranty (2 Year warranty on Switches & Intercom products). Once a product has been identified as potentially faulty by our technical department, it is then eligible for advance replacement for a 3-year period from the initial date of purchase. After 3 months from shipment date, EZCCTV reserve the right to use a refurbished or service product for the remainder of the warranty period. Any specialist items purchased at a customer's request, customised items, non-stock items and PTZs are covered by a 3-year warranty but are exempt from the advance replacement offer and will have to go through the standard warranty repair service. An advance replacement is given based on the diagnosis of the technical department derived from the information given by the customer on site and is not an admission that the product is faulty. A fault can only be determined once tested by EZCCTV and we reserve the right to return any items deemed not faulty. You will be invoiced for the advanced replacement via your credit account if one is in place, otherwise the replacement item would be required to be paid for prior to sending out. Any faulty item/s that get advance replaced must be returned to EZCCTV within 14 days of receiving a replacement. Any items returned after this time will be treated as a warranty repair and returned thereafter. After the returned product has been tested and if the fault is agreed a credit note will be raised.

Clear

click Request RMA EzCCTV