

1 July 2011

Axis Enhances its Warranty services for customers

Dear Customer,

With immediate effect, Axis Communications has appointed Westview Electronics Pty Ltd as Axis Return Manufacturing Authority (RMA) partner in Australia. The new service is offered to all end-users, resellers and distributors in the South Pacific Region.

The benefit of this new service is to enhance our Warranty (RMA) processes. The new procedure will provide even faster service with shorter response time and full visibility of all our customers' cases.

Prior to July 2011 RMA cases have been handled through the sales channel. For example in the case of an end-user, the unit was sent through both the reseller and distributor to Axis. Now the end-user can raise a case directly with Axis and the repair/replacement will be handled by the local Axis approved RMA Partner.

New process:

- 1) The customer (preferably the reseller and end user) raises a case through Axis Online Helpdesk at www.axis.com/support/. (Requires login). In many cases we can get the unit up and running directly with the customer.
- 2) An Axis technical support engineer will troubleshoot with the customer and if the unit is not working authorizes the case to initiate the return process.*
- 3) The customer receives an e-mail containing a link to their personal Online Helpdesk pages where the product serial number(s) are entered. Here it is important to check the correct return address and phone number.
- 4) The customer prints out the RMA packing slip and follows the instructions to send the product to the Axis RMA partner.
- 5) The RMA partner will verify and repair the fault upon receiving the unit.
- 6) If the unit cannot be repaired and the fault is covered under the Axis limited warranty a replacement unit will be sent. For faults not covered under the Axis limited warranty, the customer is given the option of trading in the faulty unit and purchasing a refurbished unit.
- 7) As soon as the product has been repaired/replaced and shipped out the customer will receive an e-mail including the shipping information.

Advanced replacement will still be available to Axis partners. Silver and Gold partners will receive advanced replacement for free, but a charge of AUD54.00 for the first unit and AUD27.00 for each subsequent unit on a single RMA authorization will be applicable for authorized partners.

For any questions regarding the case, such as case status and shipment, please contact Axis Online Helpdesk www.axis.com/reg/mycases/.

** For products that are verified as 30 day replacement (DOA), that is the unit is faulty within 30 days from purchase, the customer will be advised by Axis Online Helpdesk to send back the faulty unit to the reseller, who replaces it with a new one. The reseller will in turn send the faulty unit to the distributor.*

Sincerely,



Lee Oh Tee
Regional Director, South Asia Pacific
Axis Communications (S) Pte Ltd