

Warranty Letter

To SC Rapid Link SRL :

We, **DAHUA TECHNOLOGY(HK) LIMITED**, a company incorporated under the laws of **Hongkong, China**, with its registered address at **13/F Gloucester Tower, The Landmark, 15 Queen's Road Central, Central, Hong Kong**, 999077 ("Dahua"), hereby certify that the Warranty Policy for the products listed below for **"Video surveillance system (equipment, including assembly/installation and configuration works) of the "Alecu Russo" State University of Balti"** ("Project") is as outlined in the **After Sale Service and Warranty Policy**.

Please note that Warranty is limited to manufacturing defects and does not cover equipment failure due to system alternation, misuse, vandalism, or accident.

No.	External Model	Warranty Period
1	all models provided for tender indicated above under brand Dahua	36months

After Sale Service and Warranty Policy

1. Definition

After Sale Services mentioned in this Letter shall mean a set of activities of Dahua that is aimed at supporting the efforts of Customer for the maintenance of the Products. Customer shall ensure that it will hold back up of all the data recorded by Products before it delivers Products to Dahua to repair in case the data are deleted during the period of repair.

"Warranty" means the Customer's rights in case the product does not maintain its quality after delivery.

2. Warranty Policy

2.1 Warranty Period. If Dahua's signing entity is incorporated under the laws of the People's Republic of China or the laws of Hong Kong, the People's Republic of China, the warranty period starts from 60 days after shipping date of Products. If Dahua's signing entity is not incorporated under the laws of the People's Republic of China or the laws of Hong Kong, the People's Republic of China, the warranty period starts from 30 days after shipping date of Products. The shipping date of Products shall be subject to serial numbers of the shipped Products or Dahua's internal records. If the last valid warranty date is a statutory public holiday in country of Dahua's signing entity, the first working day after that holiday shall be the last day. Warranty Period shall expire according to the above chart depicting the Warranty Period. Warranty Period mentioned herein above applies to device only, excluding any wearing parts.

2.2 Within Warranty Period. Products still within the Warranty Period shall be repaired by Dahua at its own expense and costs subject to the terms and conditions herein. However, Customer shall pay for shipping, including but not limited to, freight, insurance, taxes, import/export fees, to ship the defective product to Dahua. In turn, Dahua shall pay for shipping, including but not limited to, freight, insurance, taxes, import/export fees, to ship the repaired product to Customer.

2.3 Outside Warranty Period. Products that are outside the Warranty Period shall be repaired by Dahua only after (1) Customer is provided by Dahua with an estimated cost of the repairs of the defective products; and (2) Customer provides Dahua with a written approval to commence the repairs on the defective products. Dahua's repairs for defective products outside of the warranty period shall be at the cost of Customer, which may include, but not limited to, labor cost, components cost, testing cost, and any associated costs of shipping/freight. If Customer does not reply to Dahua within 15 calendar days from the date Dahua notifies Customer of the estimated cost for repairs on the defective product, then Dahua shall return to Customer said defective product freight collect.

2.4 Exchange Period. During [90] days from the shipping date, if permitted by applicable laws and regulations, once a Product is proven to be not fit for purpose in accordance with the product's manual, Customer has the right to



have the product repaired or replaced. In the case of replacing the product, Customer need to send the detailed malfunction information email [dahua.rma@dahuatech.com] to the after-sales staff. Once the information is confirmed, Customer should mail the defective product to the designated Dahua service location. The aftersales department will replace said product freely with the same type specification product or accessories. If the same type specification product or accessories have been discontinued, the defective product or accessories should be replaced with a product or accessories whose performance is not lower than the defective one.

2.5 Customer has the obligation to provide After Sale Services at its own cost to its customers unless the mandatory applicable laws and regulations provides contrary.

3.Exemptions.

When any malfunction or damage occurs to the Products due to any of the following reasons, Dahua has the right to refuse to repair, or Dahua could collect a proper cost for the materials and man-hour for the repair as the case may be:

- 3.1The original product serial number label has been altered, replaced, torn or lost;
- 3.2Product model number and/or serial number of the product do not tally with the product;
- 3.3The Warranty Period has expired according to this Warranty Policy or the contract entered with the Customer;
- 3.4The malfunction or damage is caused by the failure of the user to use, maintain or take care of this product according to the user's manual;
- 3.5The malfunction or damage is caused by the repairment conducted by an organization not authorized by Dahua;
- 3.6The malfunction or damage is caused by accidents, force majeure or human reason.
- 3.7Special price products and products used for demonstration purposes (i.e. samples) are not entitled to this warranty policy. The warranty period in that case shall be standardized by a contract mutually agreed by the parties otherwise.

The period of validity of this Warranty Letter starts from **02-10-2025** until **12-31-2025** .

DAHUA TECHNOLOGY (HK) LIMITED

Company Seal:



signature:

Date: 02-10-2025

