Vizrt Hardware Warranty, Return and Repair Policy

Enterprise Customers Policy

Version 2.0 October 2026

1. Vizrt Hardware Warranty, Return and Repair Policy

This Policy applies to any purchase of Vizrt and/or Third-Party Hardware made by Customer either through Vizrt or through a reseller and forms an integral part of the Agreement under which such hardware has been purchased. By purchasing Vizrt Hardware under the Agreement, Customer agrees to be bound by the terms and conditions outlined in this Policy regarding warranty, returns, and repairs. This Policy may be updated by Vizrt from time to time upon notice to Customer (which may be provided via Documentation, release notes or publication) and each update shall take immediate effect and supersede any previous version of this Policy.

1. Definitions

1.1. "**Agreement**" means the applicable agreement between Vizrt and Customer for the purchase of Hardware by Customer.

1.2. "**Customer**" is the purchaser of the Hardware.

1.3. "**Dead on Arrival**" or "**DoA**" means that Hardware has been delivered to Customer with faults such that it is unusable.

1.4. "**Force Majeure Event**" acts, events, omissions, or accidents beyond a Party's reasonable control (including strikes, lock-outs or other industrial disputes, failure of a utility service or transport or telecommunications network, epidemic or pandemic, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, or storm).

1.5. "**Hardware**" means any hardware or other equipment (which may comprise internal and/or external physical parts, devices, components, peripherals) sold to the Customer.

1.6. "**RMA**" means return material authorisation.

1.7. "**RMA Process**" has the meaning set out in clause 4.

1.8. "**RMA Warranty**" has the meaning set out in clause 7.1.1.

1.9. "**Ship Date**" is the date that the applicable Hardware is delivered to Customer under the terms of the Agreement.

1.10. "**Third Party Hardware**" means any Hardware specified in Table A2.

1.11. "**Third-Party Warranty**" has the meaning set out in clause 3.2.

1.12. "**Vizrt Hardware Warranty**" has the meaning set out in clause 3.1.

1.13. "**Vizrt Hardware**" means any Hardware specified in Table A1.

2. Preliminaries

2.1. Any defined terms that are not defined herein shall have the meaning ascribed to them in the Agreement.

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3. Hardware Warranties

3.1. Vizrt Hardware:

3.1.1. Vizrt warrants that, as of the date of Delivery, Vizrt Hardware will (in all material respects) conform to, and operate in accordance with, the Vizrt Hardware Specification for the following periods:

TABLE A1

Product	Warranty Period (Months)	Warranty Period Start Date	Support Contact
TriCaster Family	12	Registration Date	Vizrt
Vizrt PTZ	24 or 36[1]	Ship Date	Vizrt
Viz Connect Solo	12	Ship Date	Vizrt
Vizrt Control Panels	12	Ship Date	Vizrt
TriCaster Vizion	36	Ship Date	Vizrt
Viz CaptureCast	14	Ship Date	Vizrt
Vizrt NRS	24	Ship Date	Vizrt
Viz Connect Tetra	12	Ship Date	Vizrt
Viz Connect Studio I/O Module (NC2 I/O)	12	Ship Date	Vizrt

3.2. Third-Party Warranty:

3.2.1. Where Vizrt is not the original developer or manufacturer of the Hardware, Vizrt shall use reasonable endeavours to pass-through warranties of the original developer or manufacturer ("**Third Party Manufacturer**") to the extent it is permitted and authorized to do so for the following periods:

TABLE A2

Product	Warranty Period (Months)*	Warranty Period Start Date	Support Contact
HP	36	Ship Date	Manufacturer
Lenovo	36	Ship Date	Manufacturer
Dell	36	Ship Date	Manufacturer
Matrox	24 or 36	Ship Date	Vizrt

* Warranty Periods in Table A2 are subject to (i) any third party manufacturers specific warranty terms, and/or (ii) any extended Warranty Periods purchased by Customer.

3.3. Registration of Hardware

3.3.1. Except as stated otherwise in the Agreement or Table A1 (e.g., where warranty registration is not applicable to the Hardware), Customer shall register their product in accordance with the applicable instructions either delivered with the Hardware or available upon start-up no later than five (5) days following the Ship Date.

[1] Vizrt PTZ Cameras shipped before 31 March 2018 came with a 24-month warranty period effective from the applicable Ship Date. Vizrt PTZ Cameras shipped after 1 April 2018 come with a 36-month warranty period effective from the applicable Ship Date.

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4. Reporting a Defect (RMA Process):

4.1. Vizrt Hardware: The Vizrt Hardware Warranty and RMA Warranty shall only apply if:

4.1.1. Customer provides written notice of the defect to Vizrt within five 5 Business Days of the time when Customer discovers or ought to have discovered the defect;

4.1.2. Customer provides such written notice through the Vizrt Support portal and includes a reasonably detailed description regarding the defect such that Vizrt may conduct a preliminary analysis of the alleged defect and is accompanied by (a) clear digital photographs of the defect, (b) the documented service history where applicable and (c) proof of purchase (e.g., copy of the purchase order or the purchase order number or copy of the invoice or the invoice number); and

4.1.3. After receiving the notice through the Vizrt Support portal, Vizrt is given a reasonable opportunity to inspect the notice and Hardware and Customer returns such Hardware to Vizrt (subject to the relevant expense obligations detailed in Table A4).

4.2. Following Vizrt's inspection of the request and approval of the return of the Hardware, solely at the discretion of Vizrt, Vizrt shall issue a unique RMA number to Customer along with instructions regarding the return of the Hardware.

4.3. All warranty claims must be digitally submitted and received by Vizrt within the relevant warranty period and any warranty claim received by Vizrt: (a) after the expiration of the Vizrt Hardware Warranty or RMA Warranty period or (b) otherwise than in accordance with the requirements of the RMA Process, will be declined.

4.4. Third Party Hardware: With respect to Third Party Hardware, Customer shall notify the third-party manufacturer of the defect directly. Vizrt may, upon Customer's reasonable request, use commercially reasonable efforts to support Customer in notifying the applicable third-party manufacturer of such defects.

5. Remedy

5.1. Defective Hardware Warranty

5.1.1. Subject to clause 5.2., unless otherwise agreed in writing, if (under normal use and subject to clause 8 (Warranty Exclusions)) during the applicable Vizrt Hardware Warranty period, RMA Warranty period or Third Party Warranty period, the applicable warranty has been breached, Vizrt shall, at its sole option and discretion, using reasonable efforts:

5.1.1.1. repair; or

5.1.1.2. replace the defective Hardware.

5.2. The remedies under clause 5.1.1. are Customer's sole and exclusive remedy and Vizrt's entire liability for breach of the applicable warranty under this Policy.

6. DOA Warranty

6.1. Hardware that is considered Dead on Arrival or DoA, at Vizrt's sole discretion and following Vizrt's reasonable investigation, may be subject to replacement by Vizrt provided that Customer has complied with the RMA Process.

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7. RMA Hardware Warranty

7.1 Vizrt provides an additional 90-day period for the following products that have been repaired under this Policy ("**RMA Warranty**"):

TABLE A3			
Product	**Warranty Period (Days)**	**Warranty Period Start Date**	**Support Contact**
Tricaster Family	90	Reg Date	Vizrt
Vizrt PTZ	90	Ship Date	Vizrt
Viz Connect Solo	90	Ship Date	Vizrt
Vizrt Control Panels	90	Ship Date	Vizrt

7.2. If Vizrt is unable to replicate the defect after asking Customer for further details and the Product appears to be operating in accordance with the Vizrt Hardware Specification, Vizrt will:

7.2.1. Prepare the Hardware for transit to Customer; and

7.2.2. Offer the purchase of a ninety (90) day warranty for a fee.

7.3. Customer is responsible for organizing transport of the Hardware and any costs associated with such transport.

8. Third Party Warranty Information

8.1. **Warranty Specifics:** Specific information in connection with commercial off-the-shelf ("COTS") Third-Party Hardware (including exclusions and Customer's rights and remedies) can be found at the relevant manufacturer's website, as follows:

8.1.1. Matrox Cards: https://video.matrox.com/en/support/warranty

8.1.2. Nvidia Cards: https://www.nvidia.com/en-us/support/warranty/

8.1.3. Lenovo Workstations: https://pcsupport.lenovo.com/us/en/warranty-lookup#/

8.1.4. Hp Workstations: https://support.hp.com/us-en/document/ish_1997147-1360222-16

8.1.5. Dell Workstations: https://www.dell.com/support/contractservices/en-us

8.2. Repair or replacement is at the discretion of the third-party manufacturer and additional fees may apply to any repairs, inspections or replacement costs incurred by the third party manufacturer. All such fees shall be borne by Customer.

8.3. Hardware that is purchased from a Vizrt Reseller or Distributor shall be subject to the RMA Process.

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9. Repair, Shipping & Customs

9.1. Vizrt will make commercially reasonable efforts to adhere to the repair timeframes stipulated in Table A4.

9.2. To be eligible for Hardware repair, Customer must:

9.2.1. Retain the defective Vizrt Hardware (or the relevant defective components) in appropriate and safe custody for not less than 15 days from (and including) the date or on which Vizrt accepts or rejects the warranty claim to allow Vizrt to inspect the alleged defect;

9.2.2. Not return the defective Vizrt Hardware (or the relevant defective components) to Vizrt (or to a third-party designated by Vizrt) without obtaining Vizrt's prior written consent and following Vizrt's instructions.

9.3. Responsibility and costs in connection with the transport of Hardware and associated customs requirements shall be borne by the relevant party subject to Table A4.

TABLE A4

Warranty Status	Repair Timeframe	Party responsible for organizing transport and associated Cost	Party responsible for Customs
Vizrt Warranty	10-15 Days	Responsibility and costs of transport from Customer to Vizrt are borne by Customer. Responsibility and costs of subsequent transport from Vizrt to Customer are borne by Vizrt.	Vizrt
Out of Warranty	10-15 Days	Customer	Customer
RMA Warranty	5-10 Days	Vizrt	Vizrt
Advanced Hardware Replacement Add-On	Fastest Method	Vizrt	Customer
COTS	Manufacturer	Manufacturer	Manufacturer

10. Advanced Replacement Add-On

10.1. Upon determination of the need for repair and product RMA and at Vizrt's discretion, Customer may be eligible to receive advanced replacement Hardware provided it has purchased the "Advanced Replacement Add-On". This advanced replacement add-on program provides factory-reconditioned replacement Hardware in lieu of returning Customer's defective Hardware following repair service. Customer shall be liable for the cost of return of Customer's original defective Hardware and responsible for organizing transport and customs from Customer's premises to Vizrt. Customer must comply with the RMA Process.

10.2. Customers failing to return the original Hardware during the applicable warranty period shall be liable for full replacement cost of that Hardware.

10.3. Product received in a condition not meeting Vizrt's requirements will cause Customer to incur and be liable for repair, refurbishment, or replacement charges necessary to return product to full proper operation.

10.4. Customer agrees any costs or liabilities incurred due to stipulations of this clause 10.4 shall be chargeable to any Customer payment instrument already on file.

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11. Warranty Exclusions

11.1. To the maximum extent permitted under applicable law, Vizrt will not be liable for a failure to comply with the Vizrt Hardware Warranty, RMA Warranty or Third Party Warranty, and Vizrt shall have no obligation to provide repair or replacement services if any of the following applies:

11.1.1. Customer makes any further use of such Hardware after notifying Vizrt of a defect in accordance with the RMA Process;

11.1.2. the defect arises because Customer failed to follow (a) Vizrt's oral or written instructions as to the storage, installation, commissioning, use or maintenance of the Hardware or (b) (if there are none) good trade practice;

11.1.3. the defect arises because Vizrt adhered to any drawing, design or specification supplied by Customer;

11.1.4. Customer alters or repairs the Hardware without Vizrt's written consent;

11.1.5. the defect arises because of fair wear and tear, wilful damage, negligence, or abnormal working conditions;

11.1.6. Vizrt is unable to identify or replicate the defect following receipt of the Hardware;

11.1.7. the Hardware is damaged when being shipped by Customer (or agents acting on behalf of Customer) (whether shipping is to Vizrt, a third party manufacturer, or otherwise);

11.1.8. the Hardware is damaged when being shipped by a reseller or distributor (whether to Customer or otherwise);

11.1.9. Customer, upon the reasonable request of Vizrt, does not cooperate with Vizrt such that Vizrt is prevented from fulfilling its obligations under this Policy;

11.1.10. Vizrt is prevented from, or delayed in, performing its obligations under this Policy by a Force Majeure Event;

11.1.11. Vizrt or Customer is subject to a prohibition resulting from any economic sanctions laws, regulations, embargoes, or restrictive measures (including export control laws) administered, enacted or enforced by an applicable sanctions authority ("**Sanctions Restrictions**") including where such prohibition arises, directly or indirectly, from the acts of exporting, re-exporting, releasing, or making accessible the Hardware to any jurisdiction or country to which export, re-export, or release is prohibited by Sanctions Restrictions;

11.1.12. the Hardware is provided free of charge (except as replacement Vizrt Hardware under the warranty);

11.1.13. The Hardware is subject to warranty exclusions provided by the applicable third party manufacturer; or

11.1.14. the Hardware differs from the Vizrt Hardware Specification as a result of changes made to ensure that the Vizrt Hardware complies with applicable Legislation.

11.2. Should Vizrt elect to provide repair or replacement services to Customer despite any of the circumstances arising pursuant to clause 11.1, the costs associated with the transport and customs and repair and/or replacement of the defective hardware shall be borne entirely by Customer.

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12. Third Party Servicing

12.1. Vizrt may provide any or all of the services in connection with this Policy through third parties at its sole discretion.

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