

17th Jan 2017

Valued Hikvision Customers:

Hikvision UK Limited **only** sells products through our authorised distribution partners. We value all of our industry partners and are proud of the relationships we have developed to help expand the use of our innovative video surveillance products and solutions. Our authorised Hikvision distribution partners have committed to serve as a link across the UK and Ireland value chain by providing excellent pre- and post-sale customer service.

Unfortunately, not every organisation currently selling Hikvision products has been authorised by Hikvision UK. There are possibilities that **un-authorised** dealers may sell counterfeit, used, or damaged products, which may have been altered with modified firmware and as such will not work or continue to work with legitimate products supplied through authorised channels. As per our company policy, Hikvision manufacturer’s warranty will be void, since the product is no longer in original factory condition, and Hikvision offices will not provide any support or assistance with these products.

Please be informed that the authorised Hikvision UK distribution partner is officially entitled to describe itself as “Authorised Distributor”, “Authorised Sub-Distributor” or “Authorised Resellers” and allowed to use the following protected branded logo’s. **Hikvision does not allow anyone, or consider them authorised to sell our products on open internet platform such as eBay, Amazon, Aliexpress, Snapdeal etc.**



Before purchasing Hikvision products from an organisation, all customers should satisfy themselves that the company is “authorised”. You should also consider if you are willing to risk your security systems by knowingly buying a product that could fail to safeguard the assets it was supposed to protect. The benefits of buying through authorised partners are clear:

<i>Authorised Partners...</i>	<i>Unauthorised Dealers...</i>
Are backed by local sales and engineering support	Cannot offer sales or engineering support
Are supported by local tech support hotline from 9 am to 5 pm	Do not offer technical support
Offer guaranteed products	In most cases are not offering products made for UK market
Offer products backed by manufacturer’s warranty	Falsely claim to offer warranty through Hikvision UK
Offer project registration and project discounts	Do not offer project registration or project discounts
Offer free of charge Hikvision Certified Academy Training	Do not provide any Training from Hikvision UK.

If you have any questions or concerns about the official status of your Hikvision partners before your purchase, please contact Hikvision UK Customer Service at sales.uk@hikvision.com who can confirm their official status.

Thank you for your continued support of our industry-leading video surveillance products.

Hikvision UK Limited