



Return / Repair Policy Guidelines Affecting U.S. Customers and Dealers September 2023

DISCLAIMER: These policy guidelines are not a part of and do not replace or modify our explicit written product warranty. They should be viewed as a guide to the manner in which QHYCCD will exert its best efforts to apply the warranty provisions in several real-life situations. They are published for information only.

A. NEW CAMERA REPLACEMENTS FOR DEFECTS WITHIN THE FIRST 60 DAYS

1. If a QHY product fails out of the box or otherwise needs repair within 60 days of purchase, QHY will replace the item with a new one from the factory as follows:
 - a. If the item is returned to dealer by the customer and dealer replaces it, then QHY will send dealer a new replacement from the factory in the next shipment to dealer. If factory is out of stock then dealer may be issued a credit instead.
 - b. To expedite this process, dealer must send the defective product to the U.S. Warranty Center with a completed Repair / Replacement Application form filled out by the dealer. On receipt, the defect will be confirmed by the U.S. Warranty Center and the factory will be informed that the defective product has been returned and dealer is entitled to a new replacement.
 - c. If dealer has no additional stock and the defective item is returned by the customer to the USA Warranty Center then QHY will send a new replacement direct to customer as soon as it is available.

B. REPAIR / REPLACE UNDER WARRANTY FOR A DEFECT FOUND MORE THAN 60 DAYS AFTER PURCHASE

1. If a QHY product fails or otherwise needs repair more than 60 days after purchase but within the 2-year warranty period, QHY will either repair the item, replace the item with a refurbished item or replace the item with a new one as follows:
 - a. If customer or dealer are advised by QHY to send the item to the Warranty Center for repair, then QHY will repair and return the item to the customer or dealer, or
 - b. If factory refurbished stock is available, to expedite return of a camera to the customer, QHY may offer customer or dealer a factory refurbished replacement in lieu of repairing customer's camera. This factory refurbished replacement is usually in like new condition and is kept in the U.S. for immediate delivery.
 - c. If customer or dealer is authorized by QHY to return item to dealer for a new one and dealer replaces the item with a new one from dealer stock, then QHY will send dealer a new replacement from the factory in the next shipment to dealer. If factory is out of stock then dealer may be issued a credit instead. In the case of a camera that is more than 60 days old, dealer should consult with QHY before offering a new camera in replacement.
 - d. When a refurbished camera is given in replacement of a customer's camera in lieu of repair, the warranty on the refurbished camera is one year from the date of the replacement or the duration of the unexpired warranty period of the customer's original camera, whichever period is longer.



C. REPAIR AFTER EXPIRATION OF WARRANTY

1. If a QHY product fails or otherwise needs repair after expiration of the warranty period, the procedures for returning the item for repair or replacement are the same as they are for items still under warranty. Customer should open a ticket through the help center first. Then, if instructed, return the product with the repair application form. When the product is received an estimate for the cost of repair can be made and customer can decide whether or not to go ahead with the repair.

2. QHY will continue to offer repairs to products that are out of warranty or discontinued for as long as parts are available for that product. Also, repair costs for some older models may be significant, as older models often require substantial time and resources for maintenance or repair. Therefore, we urge customers with older, discontinued models needing repair to consider our latest product offerings as a prudent alternative to repairing and older discontinued product.

3. As of September 1, 2023, the following discontinued products can no longer be repaired due to the unavailability of spare parts:

QHY2E	IMG0H	Minicamera5	QHY5	QHYCFW1
QHY6	IMG0S	Minicamera5F	QHY5V	SSAG
QHY6Pro	IMG0L	Minicamera6F	QHY5T	SSAGPro
QHY8	IMG1S	IC8300	QHY5H-II	
QHY9	IMG2S		QHY5P-II	
QHY9T	IMG3S		QHY5T-II	
QHY9L	IMG4S		QHY5R-II	
QHY11	IMG5S		QHY5V-II	
QHY15 Series	IMG0X		Orion QHY5	
QHY16	IMG132E		Orion QHY5V	
QHY21	IMG2P			
QHY22	QHY8L			
QHY23	QHY8Pro			
QHY27	QHY10			
QHY28	QHY12			
QHY29				

Models Requiring Additional Time or Potential Limitations in Repair:

QHY90A
QHY16200A
QHY695A
QHY09000A
QHY16803A