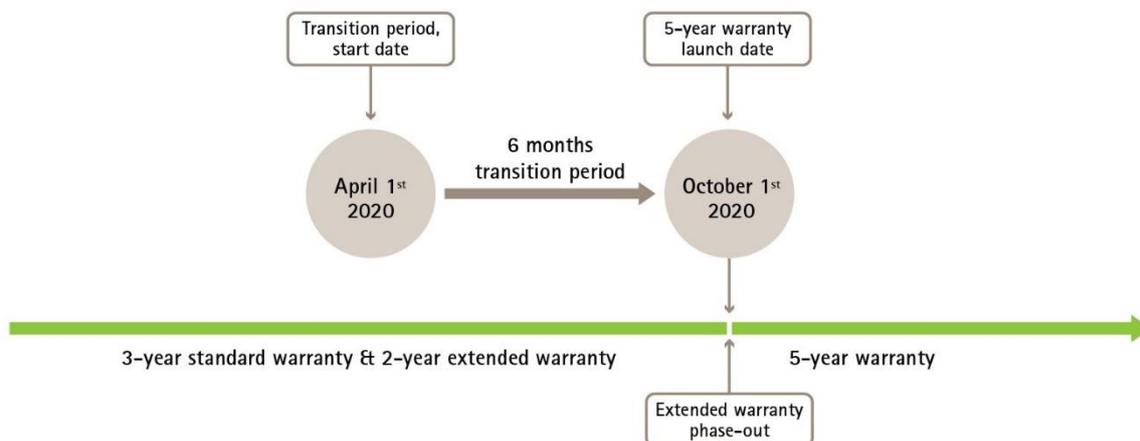


Axis new 5-year warranty offering from 1st October 2020

5-year limited hardware warranty, free of charge



1 - Q: What does the new warranty offering entail?

A: The new 5-year warranty offering consists of the following:

- *5-year limited hardware warranty*
- *Free of charge*
- *No admin, no e-mails and no registration required*
- *Max. 5 years warranty coverage (i.e. not cumulative with the AXIS Extended Warranty offering)*

For more information, please consult axis.com/warranty from (1st October 2020).

2 - Q: What products are included in the new warranty offering?

A: Please consult the respective products' datasheet at axis.com/products-and-solutions for more information on warranty coverage details for each product.

Products must be shipped out to the original purchaser from our Axis configuration and logistics center (i.e. "manufacturing date") after 1st April 2020 to qualify for 5-year warranty. Products must also not be discontinued at the time of shipment to the original purchaser.

3 - Q: How do I know if my products are entitled for the new warranty offering?

A: Products that are included in the new offering (see question 2) with a manufacturing date from 1st April 2020 onwards are entitled for the new 5-year warranty offering.

For Axis partners, you can verify the “shipping date”, i.e. manufacturing date, by consulting the “Serial Number tracker”. Please consult Axis’ Partner Pages (axis.com/partner_pages) to review your “shipping date”.

4 - Q: When does the warranty for my product start?

A: The warranty of your product will start 6 months after it was shipped out from our Axis configuration and logistics center (manufacturing date) to the original purchaser. This means that if your product was shipped out to the original purchaser on 1st January 2021, that the 5-year warranty period will start as of 1st July 2021. These 6 months are a grace period in order to cover the average shipment lead-times from Axis to the end user through the sales channel.

5 - Q: What about the AXIS Extended Warranty that I purchased prior to the implementation of the new 5-year warranty offering?

A: Extended warranty license codes purchased up to 1st October 2020 remain valid. Extended warranty registration via MyInventory will remain available until further notice.

Please use the following link to go to MyInventory: axis.com/support/my-inventory

6 - Q: Use-case scenarios

6.1 My product manufacturing date is 1st June 2020, am I eligible for the new 5-year warranty offering?

A: Yes, products with manufacturing date after 1st April 2020 and that were shipped before the product discontinuation date are eligible for the 5-year warranty offering.

6.2 I have an unused AXIS Extended Warranty license; can I still use it?

A: Yes, we will continue to accept extended warranty licenses purchased prior to 1st October 2020. You are welcome to apply your extended warranty license via MyInventory.

6.3 Can I still purchase AXIS Extended Warranty licenses?

A: No, it is not possible to purchase extended warranty licenses from 1st October 2020.

For further information on this matter please consult axis.com/warranty.