

Official communication: Streamlined RMA process update

Effective date: May 1, 2026

Dear valued partner and customer,

At Axis Communications, we are committed to providing a smarter and safer world through high-quality service and transparent support. To ensure a more efficient and trackable return and repair experience, we are implementing a mandatory pre-approval process for all return material authorization (RMA) requests across the Africa region.

Important change: Starting **May 1st, 2026**, our authorized RMA partner, **MV Tronics**, no longer accepts "walk-in" faulty units or ad-hoc shipments without a pre-approved Axis Support case number. This applies to all products, regardless of their warranty status.

Mandatory RMA step-by-step process

- 1 Log a support case:** Visit axis.com/support to initiate a support case. Per regulatory and export compliance, all cases must be registered in the end-customer's or partner's name.
- 2 RMA approval:** Axis Support will review your case and confirm if the product qualifies for RMA. You will be notified of the initial warranty status: **In-Warranty (IW)**, **Out-of-Warranty (OoW)**, or **Warranty Void (WV)**.
- 3 Receive your case number:** Once approved, you will receive a unique case number and specific shipping instructions. **Do not ship any units until you have this number.**
- 4 Ship to MV Tronics:** Send the faulty unit to MV Tronics with the case number clearly referenced. Units received without a valid case number will not be processed or accepted.
- 5 Resolution and return:** MV Tronics will inspect the unit and proceed with the repair or replacement. For OoW or WV cases, MV Tronics will provide a quotation directly to you before proceeding.



Logistics, costs, and liability

Your responsibilities regarding freight and risk are determined by your location and the product's warranty status:

Within South Africa (local repairs)

Status	Freight cost	Risk (loss/damage)	Repair cost
In-Warranty (IW)	Covered by Axis	Axis / MV Tronics	Covered by Axis
Warranty Void (WV)	Covered by Axis	Axis / MV Tronics	Paid by customer
Out-of-Warranty (OOW)	Paid by customer	Customer	Paid by customer

Outside South Africa (cross-border repairs)

Status	Freight, duties, taxes	Risk (loss/damage)	Repair cost
All cases (IW, WV, OOW)	Paid by customer	Customer	Based on warranty

Note: For all cross-border shipments, we strongly recommend following the "same way in – same way out" principle by coordinating with your original distributor to ensure smooth customs clearance.

Important reminders



- **Documentation:** ensure all required international shipping documentation is accurate to avoid customs delays.
- **Unit only:** Only send the faulty unit itself. Do not include accessories, brackets, or SD cards unless specifically requested by Axis Support.
- **Tracking:** Always refer to your Axis Support case for real-time updates on your repair status.

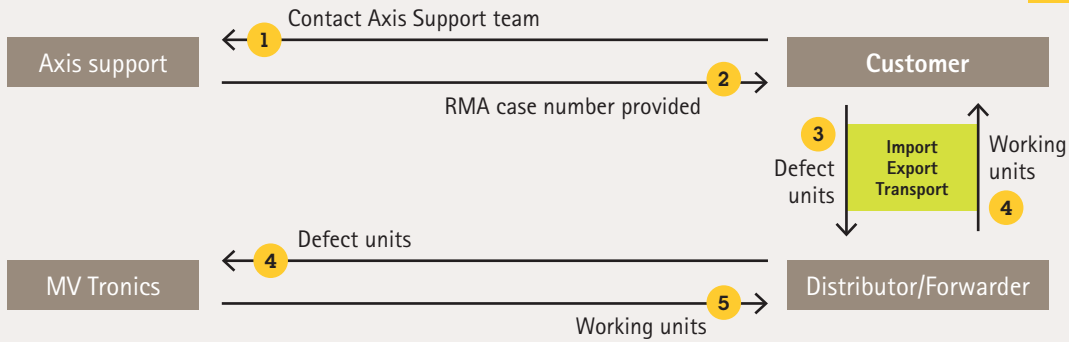
We thank you for your continued partnership and for helping us maintain a high standard of operational excellence. For any further questions, please contact your local Axis representative or visit our support portal at www.axis.com/support

Sincerely,

Axis Communications Africa

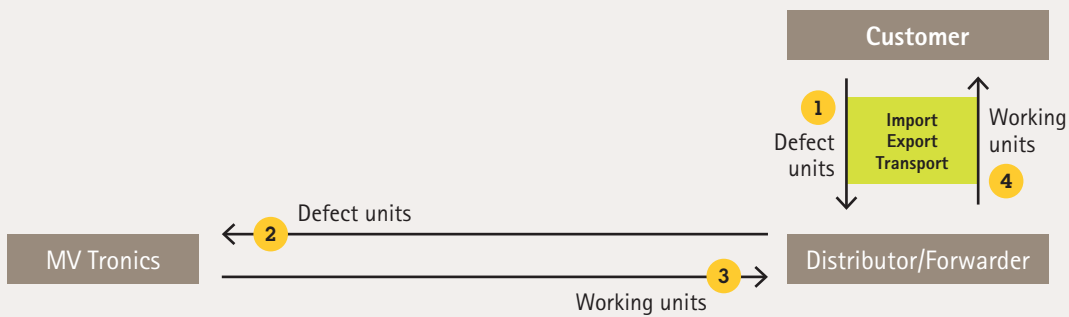
IW cases – outside South African borders

Customer liable for all transport, costs, and risk (including loss/damage) to/from MV Tronics.



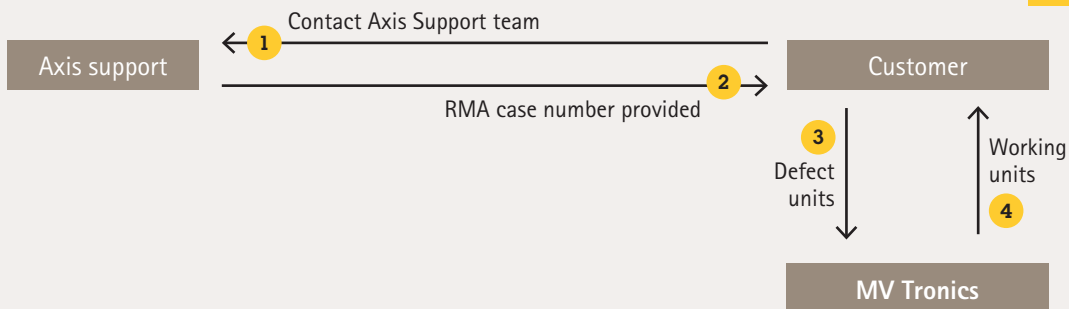
OOW cases – outside South African borders

Customer liable for all transport, costs, and risk (including loss/damage) to/from MV Tronics.



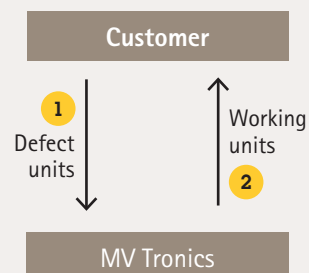
IW cases – within South African borders

MV Tronics liable for all transport, costs, and risk (including loss/damage) to/from MV Tronics.



OOW cases – within South African borders

Customer liable for all transport, costs, and risk (including loss/damage) to/from MV Tronics.



About Axis Communications

Axis enables a smarter and safer world by improving security, safety, operational efficiency, and business intelligence. As a network technology company and industry leader, Axis offers video surveillance, access control, intercoms, and audio solutions. These are enhanced by intelligent analytics applications and supported by high-quality training.

Axis has around 5,000 dedicated employees in over 50 countries and collaborates with technology and system integration partners worldwide to deliver customer solutions. Axis was founded in 1984, and the headquarters are in Lund, Sweden.