



Warranty Policy

1. Warranty Period

Reolink offers a 2-year limited warranty on all new Reolink branded products and a 1-year warranty on Reolink Certified Refurbished Products. If you register your new or refurbished device for an extended warranty within the warranty period, you will receive an additional 6 months of coverage.

[Register to Extend Your Warranty](#)

- The warranty period begins on the date of purchase.
- Replacement products will be warranted for the remainder of the original warranty or for 90 days from the date of replacement, whichever is longer.
- This warranty applies only to Products purchased through authorized Reolink channels, including Reolink's official online store, authorized agents, distributors, retailers, and offline stores.
- For products purchased from third parties, please contact the third party for warranty service.
- For products that have reached end-of-life ([Product's EOL](#)), Reolink will provide software support, including security updates, for at least 2 additional years from the EOL date.

2. Warranty Exclusions

The warranty does not cover:

- Damage caused by misuse, alteration, abuse, or disassembly of the product.
- Damage resulting from handling, storage, installation, drops, power outages, or any electrical accidents or mishaps.
- Damage caused by the use of non-Reolink batteries.
- Damage resulting from extreme temperatures, severe weather conditions, natural disasters, or other force majeure.
- Products that have been painted or tampered with.
- Products purchased from unauthorized channels, or lost or stolen products.

3. Scope of Warranty

3.1 Refunds

Requests for refunds must meet the following criteria:

- Requests are made within 30 days from the date of purchase.
- Refunds are only available for purchases made directly through Reolink's official online store. For purchases made through Reolink authorized agents, distributors, retailers, or offline stores such as Costco and Sam's Club, or other third-party channels, please contact the original purchase channel or seller for refunds.
- For refunds requested due to personal reasons, you are responsible for the return shipping costs.
- For refunds requested due to DOA (Dead on Arrival) or product quality issues, Reolink will bear the return shipping costs. However, Reolink will not cover international return shipping costs incurred due to your personal reasons.



- Returns must include all products and accessories and be sent with a trackable shipping method; otherwise, they will not be accepted for refund.
- Reolink will process the refund only after receiving the returned items. Any additional costs incurred will be deducted from the refund.
- Refunds are not available for refurbished products.

3.2 Replacements

Within the warranty period, if a product malfunctions, you may return the defective product, and Reolink will supply a replacement.

- Reolink only supplies replacements for the same model unless the model is out of stock. In such cases, a product with similar functionality and price will be offered. If you opt for a higher-value product, you will be responsible for paying the price difference.
- Reolink reserves the right to decide whether to replace the product with a new or refurbished unit. Products purchased within 30 days will be replaced with new units, while refurbished products can only be replaced with refurbished units. The replacement products will have undergone comprehensive quality checks and function normally.
- For products purchased from Reolink authorized agents, distributors, retailers, or third-party channels, please contact the original purchase channel or seller for replacements.
- For replacement requests due to quality issues made within 30 days of purchase, Reolink will cover both-way shipping costs. If the request is made due to personal reasons, you are responsible for the return shipping costs to Reolink, while Reolink will cover the shipping costs for the replacement.
- For replacement requests due to quality issues made after 30 days of purchase, you are responsible for the return shipping costs to Reolink, while Reolink will cover the shipping costs for the replacement. If the request is made due to personal reasons, you are responsible for both-way shipping costs.
- If the product is taken outside the country or region where it was purchased, you will be responsible for both-way shipping costs for the replacement.
- Reolink does not cover any taxes, handling fees, customs fees, VAT, or any other charges incurred during the replacement process.

4. Return Process

All RMA (Return Merchandise Authorization) requests for products must be authorized by Reolink technical support. The following outlines the RMA process:

Submit a warranty request [here](#).

- Reolink technical support will authorize the RMA after troubleshooting and diagnosis.
- You are required to provide a valid original purchase invoice or proof of purchase, showing the purchase date, model, quantity, and seller.
- Reolink will send a warranty solution confirmation email to your email address.
- You can access the warranty service page through the link in the confirmation email and confirm your RMA solution.



- You are required to return the product to the Reolink warehouse address and upload the tracking number and receipt on the warranty service page.
- Reolink will confirm receipt of returns and process the refund or replacement for you.

For more detailed RMA instructions, click [here](#).

Additional Notes:

- The warranty request is valid for 90 days from the date of submission. You must confirm the RMA solution and return the product within this period.
- Please promptly confirm the warranty solution received via email and upload the necessary documents to ensure quick processing of their return or exchange request.
- All returns must be sent with a trackable shipping method. If there is no tracking status and Reolink does not receive the product, Reolink reserves the right to refuse the refund or replacement and will not be responsible for any loss of the returned product.
- For DOA or quality issues within 30 days of purchase, Reolink will provide a shipping label for the return (the product must be shipped back within 15 days after obtaining the label), or you can initially pay for the shipping costs and Reolink will refund the shipping fee upon receipt. The maximum refundable shipping cost may vary based on the product's value; please contact Reolink support for details.
- Returned products do not support collect shipments and cannot be personally delivered to the Reolink warehouse.
- Before returning the product, please remove the SIM card, microSD card, HDD, or format the storage media in the device. Reolink is not responsible for any data loss resulting from this, and the warehouse will not return these components.
- All returned products will be inspected. Incorrectly returned items or personal belongings will not qualify for return or exchange services and will not be sent back by the warehouse.

5. Disclaimer

- Reolink does NOT cover any fees from third parties, such as installation fees, disassembly fees, shipping fees, custom fees, VAT, etc.
- Reolink is not responsible for any special, incidental, indirect, or consequential damage, including but not limited to data loss, property loss, or loss of profits.
- Reolink is not responsible for unauthorized returns. If your return does not meet the return criteria, an additional charge may apply for replacement.
- This warranty is governed by and interpreted according to the laws of the country where the Reolink product is purchased. You may have other rights that vary from country to country or region to region.