

BlackVue RMA program for BlackVue Partner

Update: Sep 2024

1. Warranty period

| Item | Period |
|----------------------|---|
| All types of Cameras | 2 years + 3 months |
| Micro SD card | 1 year + 3 months |
| Battery(B-130X, 112) | 1 year + 3 months |
| Accessory & Others | Please refer to the BlackVue Warranty Table |

* Counts from when goods leave from Pittasoft either way by air or ocean

2. Repair cost

| Warranty | Cost |
|--------------|---|
| Warranty-In | Free of Charge(If Customer's fault, cost will be charged) |
| Warranty-Out | According to the repair cost sheet |

3. After repair

| Item | Extra warranty period |
|------------------|-----------------------|
| Camera / Battery | 6 months |
| Micro SD card | 9 months |

* Counts from when goods leave from Pittasoft either way by air or ocean

4. DOA (Dead on Arrival)

Replacing with new package is applicable if defective unit [returned in full package](#) in 3 months.

5. RMA Replacement

All RMA items replaced by same or similar specs and features of the model. Please refer to the following BlackVue RMA Replacement Table

6. Shipping cost

Sender pays the one way shipping cost (BlackVue pays the one way shipment cost)

7. Customer service

The distributors have to provide appropriate customer service. The distributors have to handle shipment between the customer Under warranty: Free of charge

Out of warranty: Proper handling cost (not overcharge)

8. RMA sheet

Before return the items, fill out the RMA sheet and submit it to the person in charge. Address and Shipping information will be provided.

BlackVue Warranty Table

| Item | Warranty | Item | Warranty |
|------------|----------|---------|----------|
| BTC-1C | 2 Year | M-9LP | 2 Year |
| BTC-3A | 2 Year | M-9P | 2 Year |
| CM100G LTE | 2 Year | CH-130 | 1 Year |
| G-1EU | 2 Year | CS-130 | 1 Year |
| CL-2P | 2 Year | DCH-130 | 1 Year |
| CL-130 | 2 Year | EB-1 | 2 Year |
| CL-3P1 | 2 Year | BF-1 | 2 Year |
| CH-2P | 2 Year | BTC-2B | 2 Year |
| CH-3P1 | 2 Year | M-FC1 | 2 Year |
| PA-3E1 | 2 Year | M-RC1 | 2 Year |
| PA-3U1 | 2 Year | USBC-3P | 2 Year |
| AC-1.5 | 2 Year | BOC-300 | 2 Year |
| BCS-1 | 1 Year | | |
| BCL-1 | 1 Year | | |
| CC-1.5 | 2 Year | | |
| CC-6 | 2 Year | | |
| CC-10 | 2 Year | | |
| CC-15 | 2 Year | | |
| CC-15T | 2 Year | | |
| AC-6 | 2 Year | | |
| AC-10 | 2 Year | | |
| AC-15 | 2 Year | | |
| RM-75 | 2 Year | | |
| M-45 | 2 Year | | |
| M-75S1 | 2 Year | | |
| M-75L | 2 Year | | |
| M-90S | 2 Year | | |
| BM-112 | 1 Year | | |

BlackVue RMA Replacement Table

| Model | Rear Cam | Replaced Model | Rear Cam | Power Cable |
|------------------------|----------|------------------------|----------|-----------------------------------|
| DR590-1CH | | DR590-1CH | | |
| DR590-2CH | RC1-200 | DR590-2CH | | |
| DR590W-1CH | | DR590W-1CH | | |
| DR590W-2CH | RC1-200 | DR590W-2CH | | |
| DR650GW-1CH | | DR650GW-1CH | | |
| DR650GW-2CH | RC200 | 650S-2CH | RC200 | |
| DR650S-1CH | | DR650S-1CH | | |
| DR650S-2CH | RC200 | DR650S-2CH | | |
| DR750S-1CH | | DR750X-Plus | | Cables provided in free of charge |
| DR750S-2CH | RC100F | DR750X-Plus | RC110F | Cables provided in free of charge |
| DR750X-1CH | | DR750X-2CH | | |
| DR750X-2CH | RC100F | DR750X-2CH | RC100F | |
| DR750X Plus | RC110F | DR750X Plus | RC110F | |
| DR750-2CH LTE GL | RC100F | DR750-2CH LTE GL | RC100F | |
| DR750-2CH LTE NA | RC100F | DR750-2CH LTE NA | RC100F | |
| DR750X-2CH LTE Plus GL | RC110F | DR750X-2CH LTE Plus GL | RC110F | |
| DR750X-2CH LTE Plus NA | RC110F | DR750X-2CH LTE Plus NA | RC110F | |
| DR900S-1CH | | DR900S-1CH | | |
| DR900S-2CH | RC100F | 970X PLUS | RC110F | Cables provided in free of charge |
| DR900X-1CH | | DR900X-1CH | | |
| DR900X-2CH | RC100F | DR900X-2CH | RC100F | |
| DR900X Plus | RC110F | DR900X Plus | RC110F | |
| DR800 GOLD | | DR800 GOLD | | |
| DR590X-1CH | | DR590X-1CH | | |
| DR590X-2CH | RC1-300F | DR590X-2CH | RC1-300F | |
| DR770X BOX | RC1 | DR770X BOX | RC1 | |
| DR770X BOX TRUCK | ERC1 | DR770X BOX TRUCK | ERC1 | |
| DR770X BOX Pro | RC1-IR | DR770X BOX Pro | RC1-IR | |
| DR770X-1CH | | DR770X-1CH | | |

| Model | Rear Cam | Replaced Model | Rear Cam | Power Cable |
|------------------------|------------|------------------------|------------|-------------|
| DR770X-1CH | | DR770X-1CH | | |
| DR770X-2CH | RC110F | DR770X-2CH | RC110F | |
| DR770X-2CH DMS | DMC200 | DR770X-2CH DMS | DMC200 | |
| DR770X-2CH IR | RC110F-WIR | DR770X-2CH IR | RC110F-WIR | |
| DR770X-2CH IR LTE | RC110F-WIR | DR770X-2CH IR LTE | RC110F-WIR | |
| DR770X-2CH LTE | RC110F | DR770X-2CH LTE | RC110F | |
| DR770X-2CH TRUCK | ERC1 | DR770X-2CH TRUCK | ERC1 | |
| DR770X-2CH TRUCK LTE | ERC1 | DR770X-2CH TRUCK LTE | ERC1 | |
| DR970X Box-2CH IR Plus | RC1-IR | DR970X Box-2CH IR Plus | RC1-IR | |
| DR970X Box-2CH Plus | RC1 | DR970X Box-2CH Plus | RC1 | |
| DR970X-1CH Plus | | DR970X-1CH Plus | | |
| DR970X-2CH IR Plus | RC110F-WIR | DR970X-2CH IR Plus | RC110F-WIR | |
| DR970X-2CH LTE Plus | RC110F | DR970X-2CH LTE Plus | RC110F | |
| DR970X-2CH Plus | RC110F | DR970X-2CH Plus | RC110F | |
| B-130X | | B-130X | | |
| B-112 | | B-112 | | |
| B-124X | | B-124X | | |

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