

Controlsoft Ltd.

RMA Policy for Controlsoft Products

Controlsoft strive at all times to guarantee the quality of our products, and we pride ourselves on ensuring that all goods are quality checked prior to shipping.

In the rare occurrence that you have an item that's faulty and in warranty, the goods will be issued with either a replacement, or refund; provided that this fault is not directly caused by misuse of the product.

We are happy to accept non faulty Goods back from you within 30 days of the Goods being dispatched however the Goods must be in a saleable condition, cannot be personalised and must be in their original packaging. Whether Goods are considered resalable is at the discretion of the Company.

Any refunds due to you will be issued within 30 days of the goods being returned.

RETURNING PRODUCTS TO CONTROLSOFT

- Product bought direct from Controlsoft will be replaced by Controlsoft.
- Product bought from a distributor must be returned via the distributor
- All faulty products are to be suitably packaged, preferably in its original packaging
- If returning an incorrectly ordered product and requesting a refund it MUST be in original packaging
- Products with exposed electronics must be wrapped in anti-static packaging
- All products to be returned to the following address:
Controlsoft Ltd, The Stables Offices, Stones Farm, Sherborne, Cheltenham, GL54 3DH
- The RMA number issued by Controlsoft must be clearly shown on the outside of the packaging.

HOW TO RETURN PRODUCTS TO CONTROLSOFT

In the first instance when returning a product to Controlsoft for any reason you must first to contact our technical team and obtain an RMA (Return Merchandise Authorization) number and an RMA form.

The following information is required in order to complete the RMA request, if any information is missing this will lead to a delay in your request being processed:

- | | |
|------------------------------------|-------------------------|
| • RMA Number | • Preferable Outcome |
| • Company Name | • Product Type |
| • Contact Name | • Serial Number |
| • Contact Phone Number | • Purchase order number |
| • Contact Email | • Details of the fault |
| • Number of units requiring an RMA | |

This form must be filled in and sent back to sales@controlsoft.com and printed and sent back with the product being returned

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ADVANCE REPLACEMENT WITHIN 30 DAYS

If the product fails within 30 days of purchase, the product will be replaced with a brand new unit from stock. If the faulty product has not been received within 30 days, the price of the new unit will be invoiced against the Purchase Order raised for the replacement.

There will be no charge for the warranty repair, unless it is proved that the product failed due to user or installer misuse, when the repair cost will be invoiced against the Purchase Order.

ADVANCE REPLACEMENT WITHIN WARRANTY (OUTSIDE 30 DAYS)

If the product fails outside of the initial 30 day period, but within the warranty period, the product will be replaced with a WRMA (a fully tested refurbished unit). If the faulty product has not been received within 30 days, the price of the WRMA will be invoiced against the Purchase Order.

There will be no charge for the warranty repair, unless it is proved that the product failed due to user or installer misuse, when the repair cost will be invoiced against the Purchase Order.

OUT OF WARRANTY

If a product fails outside of the warranty period, the product will be returned for repair and no replacement will be issued. When the faulty product has been inspected, the customer will receive a quote indicating the cost and timescale for the repair. If the customer decides to accept the quote, this amount will be invoiced against the Purchase Order. This repair could take up to 8 weeks.

RETURN FOR CREDIT

If a product was purchased in error, this can be returned, subject to a 20% restocking fee against a Purchase Order. The product must be received by Controlsoft within 30 days of the date of purchase, in an "as shipped" condition; complete with all packaging and documentation, otherwise no credit will be issued.

NOTE: Custom or special products are excluded from this policy.

SALE OR RETURN

If a product was purchased under a "Sale or Return" agreement, this can be returned without incurring a restocking fee. If the product is not returned within the agreed timescale in an "as shipped" condition, the product will be returned to you, and you will be charged the agreed selling price.

NO FAULT FOUND

If a product has been returned to us and after evaluation has been found to have no fault there will be an inspection fee of £30

NOTE

- Any products returned to us without the RMA number written clearly on the packaging will be rejected and sent back to the customer
- For HID readers the pigtail must not be cut shorter than 6 inches
- A copy of the RMA form must be sent to sales@controlsoft.com and a copy of this must be secured to the package – any returns without the paperwork will be refused
- When requesting a credit any goods found with physical damage will be rejected and no credit will be issued
- Should an item have changed Controlsoft reserve the right to supply an equivalent unit

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RMA POLICY FOR PRODUCTS FROM THIRD PARTY MANUFACTURERS

The warranty policy for products from third party manufacturers such as HID, Allegion, Safran Morpho etc. will be in accordance with the manufacturer's warranty policy.

Please refer to the warranty policy from the appropriate manufacturer.