

Controlsoft Ltd.

RMA Policy for Controlsoft Products

Controlsoft Ltd always strive 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 is faulty and in warranty, the goods will be either replaced, or if within 30 days of purchase refunded; provided that this fault is not directly caused by misuse of the product.

We are happy to accept working Goods back within 30 days of the dispatch date however the Goods must be in brand new resaleable condition, the goods cannot be personalised in any way and must be in their original packaging along with any fixtures, screws and manuals etc.

Whether the Goods are considered as resaleable is at the discretion of Controlsoft Ltd.

Any refunds due to you will be issued within 30 days of the goods being returned and authorised as a credit.

ADVANCED REPLACEMENT WITHIN 30 DAYS:

If a Controlsoft product fails within 30 days of purchase it will be replaced with a brand-new unit from Controlsoft stock, a Purchase Order will need to be raised referencing the RMA number before we will ship the advanced replacement product. If the Non-working product is then not received within 30 days, the price of the new product will be invoiced against the Purchase Order raised. There will be no charge for the replacement, unless it is proved that the product failed due to user or installer misuse, the repair cost will then be invoiced against the Advanced replacement Purchase Order.

REPLACEMENT WITHIN WARRANTY (OUTSIDE 30 DAYS):

If the Controlsoft 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 in warranty unit) once we have received a Purchase Order referencing the RMA Number. If the faulty product has not been received within 30 days, the price of the WRMA will be invoiced against the Purchase Order raised.

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

OUT OF WARRANTY:

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

RETURN FOR CREDIT:

Controlsoft products purchased in error can be returned but are subjected to a 20% restocking fee against a Purchase Order. Credit requests should be raised via your account manager or Controlsoft sales who will then raise a credit request internally. You will be required to raise a Purchase Order to cover the restocking fee before you can return the item. 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 specially ordered products are excluded from this policy including encoded cards.

SALE OR RETURN:

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

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NO FAULT FOUND:

If a product has been returned to us and after evaluation has been deemed to have no fault found there will be an inspection fee charged of £30 invoiced against the Purchase Order.

RMA POLICY FOR PRODUCTS FROM THIRD PARTY MANUFACTURERS:

Products from third party manufacturers such as HID, Idemia, Third Millennium etc will be handled in accordance to the manufacturer's warranty policy. Please refer to the warranty policy from the appropriate manufacturer.

HOW TO RETURN NON-WORKING PRODUCTS TO CONTROLSOFT:

In the first instance when returning a non-working product(s) to Controlsoft, you must first ensure an engineer has contacted our technical support team and obtained a support ticket reference number. Once we have confirmed the item needs to be returned, visit this link <http://login.controlsoft.com/rma-request/> and raise an RMA (Return Merchandise Authorization) request. This online form must be filled in accurately, the following information will be required in order to complete the RMA request form, if any information is missing this will lead to a delay in your request being processed -

- Contact Name
- Company Name
- Contact Phone Number
- Contact Email
- Address of site
- Support ticket reference number
- Number of units requiring an RMA
- Preferable Outcome
- Product Type
- Serial Number
- Original purchase order number
- Details of the fault

Please then wait to be authorised to return the product you will be emailed a copy to print and sent back with the product being returned.

KEY POINTS OF RETURNING PRODUCTS TO CONTROLSOFT:

- Products bought direct from Controlsoft will be replaced by Controlsoft.
- Products bought from a distributor must be returned via the distributor.
- All faulty products are to be suitably packaged, in its original packaging where possible.
- 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.
- The RMA number issued by Controlsoft must be clearly shown on the outside of the packaging, any products returned to us without the RMA number written clearly on the packaging will be rejected and sent back to the customer.
- A copy of the RMA form must be printed and placed inside the package – any returns without the paperwork will be refused.
- All products that have a pigtail cable and require repair/replacement, the pigtail must not be cut shorter than 6 inches.
- 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.