

## UK RMA POLICY

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.

### IF YOU THINK YOUR PRODUCT IS FAULTY:

- Contact our technical support team on +44 (0)1451844896 option 2 or email us at [support@controlsoft.com](mailto:support@controlsoft.com) to obtain a support ticket reference number.
- If we determine that the item needs to be returned, you will be instructed to go to <http://login.controlsoft.com/rma-request/> and raise an RMA request OR, to contact your distributor who will handle the RMA process on your behalf.
- The online form must be filled in accurately, if any information is missing, this may lead to a delay in your request being processed.
- Please wait to be authorised to return the product. You will be emailed a copy of the authorisation form to print, sign and sent back with the product.

### PLEASE TAKE NOTE OF THE FOLLOWING:

- HID readers with a pigtail cable cut shorter than 15cm / 6 inches cannot be accepted for repair/replacement.
- All RMA products are to be suitably packaged for the shipment of electronic parts (where possible 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.
- A copy of the RMA form must be printed and placed inside the package.
- Should an item be unavailable Controlsoft reserve the right to supply an equivalent unit.

The following options are available under the RMA process (Click link below to jump to section)

[REPLACEMENT FOR CONTROLSOFT PRODUCTS WITHIN WARRANTY](#)

[OUT OF WARRANTY](#)

[RETURN FOR CREDIT](#)

[SALE OR RETURN](#)

[NO FAULT FOUND](#)

[RMA POLICY FOR PRODUCTS FROM THIRD PARTY MANUFACTURERS](#)

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**REPLACEMENT FOR CONTROLSOFT PRODUCTS WITHIN WARRANTY:**

If the Controlsoft product fails within the warranty period, the product will be replaced.

- If you purchased the items directly from Controlsoft, you will need to send a Purchase Order for the item/s, referencing the RMA number, to Controlsoft ([ukorders@controlsoft.com](mailto:ukorders@controlsoft.com))
- If you purchased the items from a distributor, please contact them for further instructions.
- You must return the faulty product within 30 days of receiving the replacement unit, otherwise the price of the product will be invoiced against the Purchase Order.
- If we find that the product has failed due to user or installer misuse, then an invoice will be raised against the Purchase Order and the faulty unit will be returned back to you.
- **Any metal box enclosure or vandal resistant reader housing must not be returned to Controlsoft.** This should be kept on site until the replacement internal component is received, we will not accept any metal housings returned with faulty components.

**OUT OF WARRANTY:**

If a Controlsoft product fails outside of the warranty period, and is not End of Life, 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:**

Credit requests should be raised via your Account Manager or Controlsoft Sales, who will then, if authorised, raise a credit request. Please note that this is subject to a 20% restocking fee.

You will be required to raise a Purchase Order to cover the restocking fee before you can return the item along with the credit voucher.

The product must be received by Controlsoft within 7 days of the date of approval, in an “as new” condition, complete with all packaging and documentation, otherwise no credit will be issued.

NOTE: Custom products are excluded from this policy. This includes all encoded credentials.

**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 new” condition.

If this is not the case the product will be returned to you, and you will be charged the agreed selling price and reshipping cost. This must be discussed with your Account Manager.

**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 £50 invoiced against the Purchase Order.

**RMA POLICY FOR PRODUCTS FROM THIRD PARTY MANUFACTURERS:**

Products from third party manufacturers such as HID, IDEMIA, Iris ID, Third Millennium etc will be handled in accordance with the manufacturer’s warranty policy. Please refer to the warranty policy from the appropriate manufacturer. Please contact Controlsoft Sales for further information

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