

TDSi Returns Policy

The initial contact from the customer to TDSi remains unchanged. Calls for technical and software problems are forwarded to the Technical Support Team. The Support Team will, where possible, attempt to correct the problem over the phone with the customer. If the problem cannot be resolved, Technical Support may recommend returning the goods for testing. This recommendation is not a confirmation that the goods are definitely faulty.

Time and Data Systems International Ltd warrants its products for the following periods:

EX and MG Controllers - 3 years
 GARDIS Controllers – 5 years
 TDSi Readers – 3 years
 Third Party Readers – 1 year
 Biometrics – 1 year
 Ancillaries – 1 year
 Third Party Integration Products – 6 months
 Cards/tags – 6 months
 Software – 30 days

There are three options available to the customer:

1. Repair & Return - Upon receipt of an RNAC number provided by TDSi the customer will return the product to TDSi at their cost. If within warranty the product will be repaired and/or replaced with refurbished product, at TDSi's discretion and shipped back to the customer at no cost to the customer. If out of warranty the customer can either have the product returned to them at their cost, have the product repaired but at a charge, or TDSi can scrap the item. No credit will be issued. If no fault is found the product will be returned to the customer at their expense. The product must be returned to TDSi within 30 days from receipt of an RNAC number, otherwise the return will not be processed. If TDSi receives no response from queries within 4 weeks, the return will be closed.
2. Advanced Replacement (including GARDIS Controllers) - Upon issuance of an RNAC Number provided by TDSi, and an order being placed for the replacement product, the replacement product will be shipped to the customer. The defective unit must be returned to TDSi with 30 days for testing. If the product is received after 30 days no credit will be issued. If no fault is found the unit will be returned to the customer, at customer expense and a service charge may be applied. If a manufacturing fault is found then a credit will be issued.
3. Wrong Item Ordered - If the wrong product was ordered then after receiving a RNAC Number the product is to be returned within 60 days from the original date of dispatch. A 20% restocking fee will be charged on the original sale price for items returned between 30 and 60 days from despatch. If items are not returned in "as shipped" condition, inclusive of all packaging and documentation, then either a restocking fee will be applied, or no credit given at all, this will be a TDSi's discretion. Please note that any special/custom products ordered will be excluded from this policy. The product must be returned to TDSi within 30 days from receipt of an RNAC number, otherwise the return will not be processed.

Serial	Circumstance	Charges	Remarks
1	Manufacturing Fault	Nil	
2	Inspection Fee	£100	Service Charge
3	Wrong product Ordered	20% original sale price	Restock Charge
4	Return to Customer	STC	Delivery Charge
5	Stock Return within 30 days	Unopened – Nil Opened – 20% original sale price	Restock Charge
6	Stock Return >30 < 60	20% original sale price	Restock Charge

Returns Procedure

1. Please complete this form to the best of your knowledge. Failure to fully complete the form will result in forms being rejected resulting in a delay in the returns process.
2. Once Fully completed please send this to our returns team who will be able to process this.
 - +44 (0) 1202 723535 option 4
 - Email: returns@tdsi.co.uk

Any products returned without an Approved Return Authorisation Form will not be analysed and will be returned to the customer at their own expense.

3. Once the *Returns Form* has been received by TDSi, you will receive an automated email with a RNAC number. You will then need to return the item to TDSi, clearly showing the RNAC number on the exterior of the packaging. Please make sure that you provide your name, contact telephone number and email address so that the returns team will be able to contact you again if necessary.

Note - a Returns Number will only be raised if a fully completed Returns Authorisation Form has been received. This includes the full detail of the fault and original order number.

4. If an urgent replacement is required please refer to the Advanced Replacement procedure below.
5. On receipt of returns at TDSi, the TDSi Returns Policy will be followed to determine any costs and the appropriate resolution.
6. TDSi will send an automated email to inform the customer that the returned item or items have been received.
7. Any products returned without an authorised *Returns Number*, will not be analysed and will be returned to the customer at their own expense. If the customer's details are not known, then TDSi will inspect, repair and place into stock.

Advance Replacement

From time-to-time it may be necessary for a replacement product to be dispatched prior to a return having been completed (for example to resolve a technical issue and minimise any potential breaches in security). To minimise the impact on the end user, TDSi will request a valid Purchase Order for the replacement product from the Distributor/Dealer. Once the product has been confirmed faulty due to a manufacturing defect, and within warranty, a full credit will be issued, subject to the TDSi Returns Policy.

Returning Product - Packaging Requirements

TDSi will reject any product returned unless it is received in line with the following packaging guidelines:

- All goods with exposed electronics must be returned in suitable anti-static packaging. Printed Circuit Boards (PCBs) and assemblies should be packed within anti-static bubble wrap prior to being packed inside a carton.
- In all cases the original packaging must be used.
- The allocated returns number as given by TDSi must be clearly shown on the outer packaging

IMPORTANT CONDITIONS

- *No returned product will be accepted without an authorised Returns Number issued by TDSi.*
- *TDSi reserve the right to reject or return back to the sender any item that has not been returned in line with the above procedures.*
- *Equipment supplied Free of Charge (FOC) either for evaluation or testing is not covered under the product warranty and justification may be required for further FOC equipment.*
- *Submission of the Returns Authorisation Form warrants a formal acceptance of TDSi's Returns Policy terms and conditions.*