

TDSi Returns Policy

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 will forward the call information to the Returns Department who will endeavour to contact the customer within two working hours to commence a returns arrangement of the goods.

The objective of this new process is to provide the customer with a number of options that best meet their needs.

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

| | |
|-------------|----------|
| Controllers | 3 years |
| Readers | 3 years |
| Biometrics | 1 year |
| 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. If out of warranty an inspection fee will be charged, fault report provided and repair work quoted. If no fault is found the product will be returned to the customer at their expense.

2. Advanced Replacement

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 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. Items are to be returned in an "as shipped" condition, inclusive of all packaging and documentation; otherwise no credit will be issued. Please note that any special/custom products ordered will be excluded from this policy.

| 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 |

Returns Procedure

1. Please complete *Returns Authorisation Form*, which is located online at: <http://www.tdsi.co.uk/returnsform> a copy of the form can also be found at the end of this document, should the online version not be available, and return it to TDSi:
 - +44 (0) 1202 724 975
 - Email: returns@tdsi.co.uk
2. The *Returns Authorisation Form* must be fully completed prior to submitting. Failure to fully complete the form will result in forms being rejected resulting in a delay in the returns process.

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 Authorisation 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.

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 approved *Returns Authorisation Form*, will not be analysed and will be returned to the customer at their own expense.

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.*

| | |
|------------------------|--|
| Returns Number: | |
| Date: | |

- Incorrect Product Ordered
 Faulty Product
 Faulty Product - advanced replacement ordered: Enter Purchase Order Number:

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|-------------------------|
| End User Details |
| Name: Address: |
| Contact: Phone No.: |

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|--|--|
| Name of Installing Engineer | |
| Date of TDSi Training Course Attended | |

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|-----------------------------------|
| Distributor/Dealer Details |
| Name: Address: |
| Contact: Phone No.: E-mail: |

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| TDSi to return repairs/replacements to: |
| Name: Address: |
| Contact: Phone No.: E-mail: |

| Part Details | | | | |
|-----------------------|-----|-------------|------------|-----|
| Part No. | Qty | Description | Serial No. | UID |
| | | | | |
| Original Order Number | | | | |

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| Please give a full description of fault (lack of detail may result in delays): |
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| Customer Returns Reference: |
| I confirm that I have the authority to complete this form and submit it on behalf of the above mentioned Distributor/Dealer in line with the published TDSi Returns policy and Terms and Conditions. |
| Signed |
| Name..... Date..... Position:..... |
| USAGE OF THIS FORM CONFIRMS ACCEPTANCE OF THE TDSi TERMS AND CONDITIONS AS DETAILED IN THE RETURNS POLICY AND ACCEPTANCE OF CHARGES RAISED IN LINE WITH THIS POLICY. |