

AWID PRODUCT RETURN POLICY

AWID monitors and tracks the life cycle of our products through the Return Material Authorization (RMA) system. Customers who wish to return products must obtain an RMA number from AWID's RMA Department prior to shipping the products to AWID.

General Information

1. The Product Returns Policy is only valid for AWID's direct customers who purchased the products originally from AWID. (For products purchased from a distributor or systems manufacturer, please contact that company to arrange an RMA.)
2. The customer will prepay freight charges for shipments from the customer to AWID. AWID will invoice the customer for freight charges from AWID back to the customer only if
 - a. Shipping is requested other than UPS Ground (UPS Ground is shipped only domestically)
 - b. The cause of failure is NOT covered by the AWID Warranty
3. AWID determines if returned products are covered by the Limited Warranty.
4. Before issuing an RMA, AWID's Technical Support may ask the customer for evidence that the products have failed and that they are covered by warranty.
5. This policy applies to AWID's standard products. No Custom Products (including, without limitation, custom cards, tags, keys, and transponders) are eligible for return to AWID other than for a warranted Product defect.
6. Replacement products that AWID supplies shall hold the balance of the Limited Warranty that was offered with AWID's original shipment to the customer.
7. AWID is not responsible for any damages or other cost proximately caused by, or which may result from installation, handling, non-recommended operation abuse, or modifications not authorized by AWID or for any damages which may arise out of use of the Goods.

Returns for Repair or Replacement

1. AWID determines if returned products that are covered by Warranty shall be *repaired* or *replaced* by AWID.
2. If the product(s) is not covered under warranty, AWID will provide an estimate of repair charges (including parts and labor) before proceeding with the repair.
3. Products that have *not* failed will be returned to the customer. Freight charges will be billed to the customer.
4. Products that *have* failed will be returned to the customer only if requested by the customer. AWID will bill freight charges to the customer. Failed products that the customer leaves at AWID will be disposed of by AWID; encoded products will be destroyed.
5. The customer may purchase new replacement products at regular prices.

Advance Replacement

1. If the customer requests immediate replacement of products that are covered by warranty, AWID at its discretion may offer advance warranty replacement (AWR) of products if available and approved.
2. Before AWID considers advance replacement, the customer's technician must speak with AWID's Technical Support (1-408-825-1100 x 7073) to determine that the existing products require replacement. A Technical Support case number will be given to the customer.
3. AWID will determine if advance replacement products shall be *new* products or *refurbished* products that are equivalent to the customer's existing products.
4. In all cases AWID requires a new purchase order number from the customer before advance replacement is authorized. The shipping cost is covered by AWID for UPS-Ground, any thing else requires the customer's shipping account number.
5. AWID will invoice the customer for shipments of products from AWID to the customer. When AWID receives the original products returned by the customer, AWID will inspect and issue credit to the customer's account at the same price as the advance replacement if all information was correctly provided when the RMA number was issued. Products need to be under warranty (For example: physical damage, lightning, not following the installation instructions will void the warranty)

Returns for Credit

Credit Returns – Authorized Distributors Only

1. Distributors have 1 year from date of purchase to return unused product
2. Credit will be given only for unused/uninstalled standard product.
3. No credit will be given for custom product
4. Product being returned must be in original condition and packaging
5. A mandatory minimum 20% Restocking Fee applies to all returns
6. The restocking fee will be waived in lieu of an equivalent replacement order.
7. Credit does not apply to used or installed product.
8. Credit is good for 1 calendar year after which the customer will be required to purchase new product to zero balance the account.
9. Under no circumstances will credit be redeemable for cash or check equivalent.

AWID OEM's, Dealers, and Direct Customers

1. The customer must arrange return of products for which the customer requests credit within 60 days of delivery to the customer.
2. AWID determines if returned products are eligible for credit to the customer's account.
3. Products returned must be in AWID's original cartons and packaging. Products must be complete, in *new* condition, and must not have been installed.
4. If the customer returns products because of order errors that are AWID's responsibility, AWID will issue full credit for the returned products, and will pay for the return freight charges.
5. Products that the customer returns for the customer's convenience are subject to a minimum 20% (but not less than \$75.00 which ever greater) restocking and restocking fee. Any conditions outside of the above mentioned will