

# Reseller Return Merchandise Authorization

When returning products to IBC, it is required that the *Return Merchandise Authorization (RMA)* process be followed. Reseller/Customer must notify IBC immediately of a defective or damaged product.

When a customer is having issues with their product, please contact IBC right away so a technician can talk to you or your customer about resolutions. You must contact a technician prior to returning a product for credit/exchange or repair.

- Reseller/Partner is responsible for **1<sup>st</sup> Tier Technical Support**.
- If the customer needs a replacement product/ exchange or a return: We then require the RMA form to be completed. Only after a technician has been contacted.
  - The RMA form can be found at : <http://www.rma.fingerprintdoorlocks.com>
  - Once it has been submitted: record the "TICKET ID #" it is also known as **the RMA #**. It looks like this: ABC-123-45678.
  - Once registered, you will be contacted via e-mail with further instructions for the credit/exchange.
    - The reseller must fill out the RMA if a product is being returned for a credit.
    - The resellers customer can fill out the RMA for an exchange
- **Stocking partners** must send replacement units to their customers from their stock.
  - Stocking partners must send return units for credit within 30 days of the original purchase date.
  - RMA form must be filled out previous to sending return(s).
    - The RMA form can be found at : <http://www.rma.fingerprintdoorlocks.com>
  - Credits **cannot** be applied to purchases made **previous** to the return.
- Returns are accepted when completed **within 30 days of the ship date**, less return shipping, for units returned in like-new condition, as determined by IBC, all parts and packaging included. Units returned that are determined to not be in like-new condition, damaged, missing parts, missing packaging or returned with the original product packaging as the shipping container will be either denied or assessed a 20% restocking fee.
  - Some products may require that they be returned directly to the manufacturer.
- A refund is issued only as a **Credit**; towards other products, after a return has been processed. A refund back to a credit card, in check form or by any other way besides a credit will not be issued.
- Returns after 30 days from date of shipment will not be accepted. Defective products can be returned for repair or, at the discretion of IBC, replaced for a period of 12 month or term otherwise stated at the time of purchase. If IBC is unable to replace the product with the exact model, IBC reserves the right to offer a similar item with a retail price not less than the original purchase price.
- If IBC agrees to accept a return, return freight charges must be prepaid by customer. IBC will not accept COD nor Registered Mail shipments.

\*\*Intelligent Biometric Controls, Inc. can change this agreement at any time. These Terms and Conditions may not be modified or cancelled without IBC's written agreement.