



Access Control Devices, Inc.
AMENDED EFFECTIVE DATE APRIL 1, 2022

Return Policy

This Access Control Devices Incorporated (“ACDI”) Return Policy sets forth the performance and legal terms governing all ACDI Product(s).

ACDI RESERVES THE RIGHT TO AMEND ITS RETURN POLICY AT ANY TIME BY POSTING ANY SUCH AMENDMENT ON ITS WEBSITE FOUND AT WWW.ACD-INC.COM. ANY SUCH AMENDMENT WILL TAKE EFFECT ONCE SUCH AMENDED TERMS HAVE BEEN POSTED AND SHALL THEREAFTER APPLY TO ALL ORDERS RECEIVED FROM CUSTOMER OR RESELLER (“RESELLER”).

All Merchandise Returns sent from RESELLER to ACDI must be in original condition with no alterations to the product. All returns must be shipped in the original box, or equivalent, and packed as closely as possible to original packaging. RESELLER will pay all return shipping costs. Items received by ACDI that are damaged during shipment will be sent back to RESELLER, and the value of the damaged equipment will be RESELLER responsibility.

A. General Hardware Return Policy. RESELLER must submit a Return Merchandise Application (“RMA”) form for all Merchandise Returns, located on the ACDI website at <http://www.acd-inc.com>. ACDI will then assign RESELLER an RMA number associated with the return. Once an RMA number has been assigned to RESELLER, RESELLER will have ten (10) business days to return the Merchandise to ACDI before the RMA number is no longer valid. All merchandise returns are subject to a restocking fee in accordance with the timeframes set out below:

- i. RMAs received within 0-30 calendar days from date of invoice will incur a fifteen percent (15%) restocking fee.
- ii. RMAs received within 31-90 calendar days from date of invoice will incur a thirty percent (30%) restocking fee.
- iii. RMAs received beyond 90 calendar days from date of invoice will be processed solely at ACDI discretion with applicable restocking fees.

B. Software Return Policy. RESELLER must submit an RMA form located on the ACDI website for all Software returns. ACDI will assign RESELLER an RMA number associated with the return. All software returns are subject to a restocking fee in accordance with the timeframes set out below:

- i. RMAs received within 0-30 calendar days from date of invoice are subject to a one-hundred-dollar (\$100) processing fee per license.
- ii. RMAs received within 31-60 calendar days from date of invoice are subject to a two-hundred-dollar (\$200) processing fee per license.
- iii. RMAs received beyond 60 calendar days from date of invoice will be processed solely at ACDI discretion with applicable processing fees per license.

C. Installation/Professional Service Return Policy. RESELLER must submit an RMA form located on the ACDI website for all Installation/Professional Service item returns. ACDI will assign RESELLER an RMA number associated with the return. All Installation/Service returns are subject to an administration fee in accordance with the timeframes set out below:

- i. RMAs received within 30-90 calendar days from date of invoice are subject to a twenty percent (20%) administration fee.
- ii. RMAs received beyond 90 calendar days from date of invoice will be processed solely at ACDI discretion with applicable administration fees.
- iii. Installation/Professional Service projects that result in no response from RESELLER within 90 calendar days of purchase date will result in the project being closed and marked non-refundable and non-returnable.
- iv. Installation/Professional Services purchased but not utilized within 180 calendar days of the purchase date (unless specific delays are communicated between the RESELLER and ACDI) will result in the project being closed. Closed projects are marked non-refundable and non-returnable.

D. Specialty/Custom Merchandise Return Policy. All custom and special-order merchandise items are non-refundable and non-returnable.