



# Access Control Devices, Inc.

AMENDED EFFECTIVE DATE JULY 1, 2026

This Access Control Devices Incorporated ("ACDI") Hardware Warranty Policy sets forth the performance and legal warranty terms governing ACDI Hardware product(s), excluding ACDI Energy Services Products.

**ACDI RESERVES THE RIGHT TO AMEND ITS WARRANTY POLICY AT ANY TIME BY POSTING SUCH AMENDMENT ON ITS WEBSITE FOUND AT [WWW.ACD-INC.COM](http://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 YOU THEREAFTER.**

## A. General Warranty

ACDI warrants each of its products to be free from defects in materials and assembly during normal use and service from the date of shipment by ACDI to YOU, the original buyer of the Product.

**ACDI warrants each of its Products to be free from defects in materials and assembly during normal use and service for a period of one (1) year from the date of invoice by ACDI to YOU, the original buyer of the product.**

### Key Conditions:

**No Unauthorized Alterations:** No dealer, distributor, re-seller, company, or person has been authorized to change or add to the terms of this Warranty Policy, and ACDI will not be bound by any representation or covenant to the contrary.

**Commercial Intent:** Products are intended for standard commercial and business applications. They are not suitable for use in biological hazard applications, nuclear control applications, radioactive areas, or any applications that provide life support or any critical function necessary for the support or protection of life, property, or business interests unless expressly set forth in applicable Product documentation. YOU assume all responsibility and liability for the use of any Product in any of the foregoing high-risk applications.

## B. Product Warranty Details & Remedies

YOUR sole and exclusive remedies for product warranty claims pursuant to this Warranty Policy are as follows:

**1. Remedies:** For all Products that ACDI determines to be defective and not abused, misused, repaired, or modified, ACDI will, in its sole discretion:

- (i) Repair the defective Product without charge;
- (ii) Replace the defective Product with a new or refurbished Product (replacement Product being of similar model or functionality); or
- (iii) Provide to YOU a credit towards YOUR future purchase of product from ACDI in the amount of the price paid by YOU for the defective product (excluding any shipping and handling cost).

**2. RMA Process:** To return a defective Product that is under warranty to ACDI, YOU must:

- a. Inform ACDI Customer Service that YOU have a Product that YOU believe to be defective.
- b. Submit the RMA form on ACDI's website, providing the model and serial number, a description of the defect, and all other mandatory fields.
- c. Receive an RMA number from ACDI. NO product will be accepted or credit given if the applicable warranty period for the Product has expired or the product failure is determined by ACDI to be caused by factors outside of normal use and service.
- d. Return the defective Product to ACDI with the RMA number clearly marked on the package. Shipment must be made within the timeframe specified on ACDI's RMA notice or within fifteen (15) calendar days from ACDI's issuance of the RMA number, whichever period is longer.
- e. Ensure the Product is returned in a testable condition (e.g., wiring cables must remain attached, credentials cannot be cut in half).

*Operational Notice: Any package returned to ACDI without an RMA number, shipped outside of the applicable RMA timeframe, or delivered in an untestable condition will be refused and shipped back to YOU at YOUR expense. The current RMA request will be canceled, and a new RMA number must be obtained.*

**3. Advance Replacements:** ACDI may agree to an Advance Replacement for a Warranty Product pursuant to the following conditions:

- (i) A new Purchase Order is submitted for the full value of the product to be replaced.
- (ii) Shipping charges will be added to the Sales Invoice by ACDI.
- (iii) The defective product must be received by ACDI within the 15-day allowance period. Upon receipt and confirmation of a covered defect, ACDI will credit the Advanced Replacement Sales Invoice. If the product is not received within the 15-day timeframe, the Advance Replacement invoice becomes permanently due.

**4. Testing & Evaluation Fees:** Upon receipt, ACDI will evaluate the Product to determine warranty coverage.

**Product Found Not Defective:** If the Product is deemed not defective under said warranty, YOU agree to pay ACDI a minimum per-unit charge of \$75.00 for the evaluation labor. Unclaimed or unpaid items left at ACDI for over 30 days will become the property and possession of ACDI.

**Out-of-Warranty Evaluation:** Upon YOUR request, ACDI may evaluate products that are out of warranty. A minimum per-unit charge of U.S. \$75.00 will apply for the evaluation labor. Any required subsequent labor and parts will be quoted at ACDI's current pricing rates.

**Non-Warranty Repair Charges:** ACDI may agree to repair certain out-of-warranty Products. Contact your local ACDI representative or Customer Service for applicable rates.

**5. Shipping Windows:**

**Warranty Products:** ACDI will assume responsibility for all standard ground shipping charges related to the warranty replacement process. Customers may supply ACDI with a shipping account for express shipment.

**Non-Warranted Products:** Customer will be responsible for all shipping and handling charges related to the warranty replacement process. Products will be shipped ground unless otherwise requested by the customer.

## C. Extended Warranty & Specialized SKUs

The Extended Warranty offered by ACDI must be obtained at the time of the original purchase.

**Standard Extended Warranty:** If a standard product qualifies, YOU may choose to purchase up to four (4) additional years of warranty coverage, offering the same level of coverage as our General Warranty.

**Specialized Card Reader SKUs:** Select ACDI Proximity Card Reader products now feature dedicated SKUs that include an extended Five (5) Year Warranty Period at the time of purchase. These qualifying SKUs will be explicitly designated and noted on YOUR Quote and/or Sales Invoice.

## D. Warranty Exclusions

Any implied warranty, including any implied warranty of merchantability, or warranty of fitness for a particular purpose, is limited in duration to the applicable warranty period as provided herein. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Solely for purposes of clarity, ACDI provides the below non-exhaustive listing of items and scenarios excluded from warranty coverage under this agreement:

- ACDI Energy Services Products.
- Custom Card Readers or custom-labeled products (unless explicitly covered under a separate agreement).
- Ancillary equipment not furnished by ACDI that is attached to or used in conjunction with an ACDI Product.
- Product that is used with any ancillary equipment that is not furnished by ACDI.
- Reader Modules or Tags/Inserts embedded into other products.
- Damage to the Product caused by neglect, improper handling, preparation, or installation.
- Misused Product, or products applied to residential/non-standard applications.
- Product used in biological hazard applications, nuclear control applications, radioactive areas, or life-support environments.

**THIS WARRANTY DOES NOT COVER ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGE, INCLUDING BUT NOT LIMITED TO ECONOMIC LOSS, LOST PROFITS, OR LOST EARNINGS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGE, SO THIS LIMITATION OR EXCLUSION MAY**

**NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.**

### **E. Warranty Disclaimer**

**THIS GENERAL WARRANTY POLICY SETS FORTH THE FULL EXTENT OF ACDI'S WARRANTY RESPONSIBILITY. REPAIR, REPLACEMENT, OR CREDIT IN THE AMOUNT OF THE PURCHASE PRICE PAID FOR THE APPLICABLE DEFECTIVE PRODUCT, AT ACDI'S SOLE DISCRETION AS INDICATED ABOVE, IS THE EXCLUSIVE REMEDY. THIS WARRANTY IS PROVIDED IN LIEU OF ALL OTHER EXPRESS, IMPLIED AND STATUTORY WARRANTIES. ALL OTHER WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, ARE SPECIFICALLY EXCLUDED.**