ACDI
Return Policy
EFFECTIVE DATE January 1, 2016

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 YOU.

All Merchandise Returns sent from YOU 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. Items received by ACDI that are damaged during shipment will be sent back to YOU, and the value of the damaged equipment will be YOUR responsibility.

A. General Merchandise Return Policy. YOU must submit an RMA form, located on the ACDI website, for all Merchandise Returns. ACDI will then assign YOU an RMA number associated with the return. Once an RMA number has been assigned to YOU, YOU will have 10 calendar days to return the Merchandise to ACDI before the RMA number is no longer valid. All merchandise returns are subject to a restocking fee:

   i. Within 0-30 days from date of invoice: responsible for 20% restocking fee and all shipping charges.
   ii. Within 30-90 days from date of invoice: responsible for 35% restocking fee and all shipping charges.
   iii. Anything over 90 days from date of invoice: solely at ACDI discretion.

B. Software Return Policy. YOU must submit an RMA form, located on the ACDI website, for all Software Returns. ACDI will then assign YOU an RMA number associated with the return. All software returns are subject to a restocking fee:

   i. Within 0-30 days from date of invoice: $100 processing fee
   ii. Within 30-90 days from date of invoice: $200 processing fee
   iii. Anything over 90 days from date of invoice: solely at ACDI discretion.

C. Installation/Services Return Policy. YOU must submit an RMA form, located on the ACDI website, for all Installation/Service Returns. ACDI will then assign YOU an RMA number associated with the return. All Installation/Service returns are subject to an administration fee:

   i. Within 0-60 days from date of invoice: responsible for 20% administration fee.
   ii. Anything over 60 days from date of invoice: solely at ACDI discretion

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