

**ACDI**  
**Return Policy**  
**EFFECTIVE DATE March 1, 2018**

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](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 CUSTOMER OR RESELLER (“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. YOU will pay all return shipping costs. 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 Return Merchandise Application (“RMA”) form for all Merchandise Returns, located on the ACDI website at <http://www.acd-inc.com/forms/rma-request/>. ACDI will then assign YOU an RMA number associated with the return. Once an RMA number has been assigned to YOU, YOU will have ten (10) calendar days to return the Merchandise to ACDI before the RMA number is no longer valid.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. 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.

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 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: \$200 processing fee per license.

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. RMAs received within 0-60 calendar days from date of invoice will incur a twenty percent (20%) administration fee.
- ii. RMAs received w over 60 days from date of invoice are subject to the sole discretion of ACDI.

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