

This RMA (Return Merchandise Authorization) procedure is only valid for customers in the USA. If you need to return items in another region, then please contact Technical Support via email at [support@controlsoft.com](mailto:support@controlsoft.com) for assistance.

#### Returning a Controlsoft iNet™ Door Controller board in warranty period (3 years)

- 1) **If an integrator wishes to return an iNet board under the RMA process, then they must:**
  - a) Contact our Tech Support (1-800-340-1407) so we can identify the fault.
  - b) Complete an RMA form by clicking on this link <http://login.controlsoft.com/rma-request>
- 2) **When you receive an email from Controlsoft with the RMA number, then the integrator should:**
  - a) Return the defective iNet board to you, together with the RMA paperwork
  - b) Send you a Purchase Order for a new PCB Board ONLY (Part # US-IA-PCB) – WE DO NOT ACCEPT AN RMA WITH THE METAL CAN (Part # US-IA-ACU).
- 3) **You should then contact Controlsoft via email ([namsales@controlsoft.com](mailto:namsales@controlsoft.com)) with the RMA number, so we can arrange to collect the defective iNet board with the RMA paperwork.**
  - a) Once Controlsoft have inspected the board and are satisfied it is defective and has not been physically damaged or failed due to incorrect installation procedures, Controlsoft will credit you for 1 x US-IA-PCB. You can then credit the Integrator for the original Purchase Order.

#### Returning an HID Reader or HID Credentials.

- 1) **If an integrator wishes to return an HID reader or credential under the RMA process then they must:**
  - a) Contact our Technical Support (1-800-340-1407) so we can identify the fault.
  - b) Complete an RMA form by clicking on this link <http://login.controlsoft.com/rma-request>
- 2) **When you receive an email from Controlsoft with the RMA number, the integrator should.**
  - a) Return the defective HID reader or credentials to you with the Controlsoft RMA paperwork.
- 3) **You should then contact Controlsoft via email ([namsales@controlsoft.com](mailto:namsales@controlsoft.com)) with the RMA number, so we can arrange to collect the defective product together with the RMA paperwork.**
  - a) Once Controlsoft have inspected the item and are satisfied it is defective and has not been physically damaged or failed due to incorrect installation procedures, then Controlsoft will supply a free of charge replacement to you which can then be sent to the integrator. Note - HID do not advance replace product.

#### Returning an IDEMIA MorphoAccess Fingerprint Reader in warranty period (1 year)

- 1) **If an integrator wishes to return an IDEMIA MorphoAccess Fingerprint reader under the RMA process, then they must:**
  - a) Contact our Technical Support (1-800-340-1407) so we can identify the fault.

- b) Complete an RMA form by clicking on this link <http://login.controlsoft.com/rma-request>
- 2) **When you receive an email from Controlsoft with the RMA number, the integrator should.**
  - a) Return the defective Morpho reader to you together with the Controlsoft RMA paperwork
- 3) **You should then contact Controlsoft via email ([namsales@controlsoft.com](mailto:namsales@controlsoft.com)) with the RMA number, so we can arrange to collect the defective product with the RMA paperwork.**
  - a) Once Controlsoft have inspected the reader and are satisfied it is defective and has not been physically damaged or failed due to incorrect installation procedures, Controlsoft will supply a warranty swap to you which can be sent to the integrator.  
Note – IDEMIA do not advance replace product.