

# IRIS ID, Inc.

## Product Warranty and Technical Services Policies

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### Product Warranty Policies

#### Standard Warranties

- **Hardware** products are warranted for the period of one year from the date of purchase by the end user.
- **Software** products are warranted for the period of 90 days from the date of initial installation by the end user.
  - Customers are entitled to software upgrades free of charge during the software warranty period, or on systems covered under an extended warranty.

#### Extended Warranties

- Additional one and two year extended warranties are available at the time of equipment purchase.
- Extended warranty must be purchased prior to expiration of standard warranty.
- End Users with an active Extended Service Contact will be provided with telephone technical support during normal business hours (Monday through Friday 8:30 am – 5:30pm EST). Support Fees will apply for end-users who do not have an extended service contract.
- End Users with extended warranty in effect are entitled to free telephone technical support.
  - Unlimited telephone support for the first 30 days
  - 5 hours per every 30 days thereafter.

## RMA and Repair Policies

### In-Warranty Repairs

- In-Warranty Depot Repair services are offered exclusively through IRIS ID.
- An RMA number must be acquired from IRIS ID Tech Support prior to returning a faulty unit. Units delivered to IRIS ID without an RMA number may be refused.
- If a product is covered under an existing extended warranty, said warranty type must be declared at the time of RMA request.
- In-Warranty units are placed in a queue based on the order in which the units are received at the IRIS ID repair facility. Unit evaluation typically is performed within 10 business days after receiving the unit at the IRIS ID repair facility.
  - Expedited evaluation and repair service is available.
- IRIS ID product(s) will be repaired or replaced at the sole discretion of IRIS ID.
  - Replacement of product may be declared in the event that the item or product meets the following criteria: 1) Proves to be defective in material or workmanship. 2) Appears to have been maintained under normal use and wear. 3) Is provided as an authorized RMA from IRIS ID during the warranty period effective from the original date of purchase.
- The customer is responsible for shipping the defective product to IRIS ID.
- IRIS ID will pay standard shipping back to the customer or partner for repaired or replacement unit(s).
- Expedited or non-standard shipping services, if requested by customer or partner, must be paid by the customer or partner.
- In-Warranty repairs will be free of charge except for in the following scenarios:
  - The returned unit(s) shows evidence of abnormal abuse, product misuse, incorrect installation, or any other condition to suggest that the product was not installed, maintained or used within the product's specification requirements.
  - The returned unit is missing parts / components, or shows signs of unauthorized disassembly, or attempted repairs.
  - The returned unit is determined to have "No Trouble Found" by the evaluation performed at the IRIS ID repair facility; in addition to evidence that the troubleshooting advice by IRIS ID was not applied or attempted by the customer or partner before returning the unit(s) to IRIS ID.

### D.O.A. (Dead on Arrival) Policy

- A unit can be considered as D.O.A. only within the first 60 days after shipment from IRIS ID.
- D.O.A. status must be verified with IRIS ID Technical Support based on the unit serial number.

- Shipping related issues that may directly contribute to D.O.A units must be handled directly with the shipping courier. Such damaged in shipment issues do not pertain to said D.O.A policy.
- Product that initially functioned out of the box but became inoperable within the first 60 days of product shipment receipt may not be covered under a D.O.A. policy. It is the sole discretion of IRIS ID to determine if said unit(s) was defective or misused /improperly installed.
- No Advanced Replacement unit fee will be charged for D.O.A. unit exchange; however the advanced replacement unit must be secured by credit card or Company PO.
- IRIS ID pays for shipping both ways.
- Credit card or PO (whichever is applicable) will be charged if defective unit is not shipped back to IRIS ID within 15 days.

### **Out-of-Warranty Repairs**

- Out-of-Warranty Repair services offered by IRIS ID are fee based.
- An RMA number must be acquired from IRIS ID Technical Support prior to shipping back a faulty unit. Units delivered to IRIS ID without an RMA number may be refused.
- Out-of-Warranty units are placed in a queue based on the order in which the units are received at the IRIS ID repair facility. Unit evaluation typically is performed within 10 business days after receiving the unit at the IRIS ID repair facility.
  - Expedited evaluation and repair service is available.
- An \$80.00 (US) fee will be charged per unit for evaluation (including “No Trouble Found” units).
- In addition to the per unit evaluation fee, all cost for labor and parts will be charged for the required repairs to the faulty unit.
- Labor cost is \$80.00 (US) per hour, rounded to nearest ½ hour (minimum one hour).
- The customer / partner will be contacted with an estimate of repair costs after the faulty unit has been evaluated.
- Repairs will not be initiated until the customer accepts the estimate and provides a form payment or a partner company P.O.
- Best effort will be made to repair unit(s) for the customer within 5 business days from the receipt of payment authorization/ approval. The customer may be notified of any delays.
- A repaired unit will not be shipped until a company purchase order or credit card authorization for payment is received.
- Return shipping costs must be arranged / paid by the customer or partner prior to shipment.
  - Payment of shipping cost can be prepaid along with the unit evaluation and repair costs.
  - The customer or partners shipping account number can be provided to Iris ID.

- The customer or partner can arranged for the unit to be pick-up at the IRIS ID repair facility. (customer or partner pays courier)

### **Expedited Evaluation and Repair Service**

- In-Warranty and Out-of-Warranty repairs are placed in a queue based on the order in which the units are received at the IRIS ID repair facility. Unit evaluation typically is performed within 10 business days after receiving the unit at the IRIS ID repair facility.
- Expedite Service is available to place the unit at the top of the standard RMA queue for evaluation for an additional fee of \$80.00 (US) per unit.
- After the repair estimate is agreed upon and payment for the repair is received from the customer or partner, the unit will be placed at the top of the standard RMA repair queue.
- This service must be arranged at the time in which the RMA is requested from IRIS ID.
- This service *does not* include expedited shipping costs.

### **Advanced Replacement Unit Program**

- All partners and customers are encouraged to have spare units on-site for immediate replacement. Spare units can be purchased through the regular IRIS ID sales channel.
- For situations that require a replacement unit be available when no spare was purchased or available, IRIS ID offers an Advanced Replacement (Exchange) Unit Program.
- Advance Replacement units are available for a fee of \$120.00 (US) per unit; also the cost of the advanced replacement unit must be secured by credit card or Company PO.
- The replacement unit provided is based on the available advanced replacement unit inventory, and is performed at the full discretion of IRIS ID.
- The replacement unit will be exchanged for the faulty unit, and the replacement unit is to remain with the customer or partner. The faulty unit will not be returned even after the unit is repaired, although for advanced replacement of out-of-warranty units, all repair parts and labor cost to repair the faulty unit will be billed to the partner/customer.
- If the customer fails to ship the faulty unit back to IRIS ID within 15 business days the credit card (used to secure the advanced replacement) will be charged for the cost of the unit. A tracking ID should be supplied to IRIS ID at the time of shipment.
- Outbound shipping is prepaid by IRIS ID for any IRIS ID initiated activity - both for advance spares and return of in warranty repairs.
- Outbound freight is chargeable for advance spares which are deemed to be out of warranty. The Customer is responsible for inbound freight.
- Requests for advance spare replacement(s) must be submitted to IRIS ID technical support before 2:00 PM EST to insure same day shipment.
  - IRIS ID cannot be held responsible for freight shipping delays or errors caused by the courier used to ship a product.

## Technical Support and Services Policies

### Web Site Based Technical Support

- Access to IRIS ID web site support, [www.irisid.com](http://www.irisid.com) is **free** and available **24 x 7** to all customers and partners.
- Full access to support services available on the web site to partners requires registration and login using an email address and password.
- Most technical questions and problems can easily be addressed using the IRIS ID knowledge base on the IRIS ID Support & Services website.

### IRIS ID Authorized Partner Technical Support

- It is the responsibility of the Authorized IRIS ID Partner/Integrator to provide direct technical support for their customers who have purchased IRIS ID products.
- IRIS ID Technical Services Group will provide technical assistance to Authorized IRIS ID Partner/Integrator.
- IRIS ID makes its very best effort to provide live training, web based training, comprehensive Quick Start Guides, and ancillary documentation to assist in providing a trouble free set-up, installation, and configuration of our products. Use of these tools is highly encouraged so that our partners can provide their customers with direct technical support and guidance to ensure trouble free installation and system operation.
- It is the responsibility of the IRIS ID Authorized Partner/Integrator to provide, and maintain on staff, an IRIS ID certified technician (successfully completed an IRIS ID Technical Training seminar and certification test).
- It is the responsibility of IRIS ID to provide our Authorized IRIS ID Partner/Integrator certified technicians will be provided with free telephone technical support during normal business hours. (8:30 am – 5:30pm EST).
- Fees for support may apply for any technicians which have not successfully completed an IRIS ID Technical Training seminar and certification test.
- Authorized IRIS ID Partners are prohibited from attempting to have a Non Certified technician set up a system "at the customer site". We require the IRIS ID Partner to be trained to install the IRIS ID product; however this can be waived under certain pre approved circumstances.
- IRIS ID may choose not to support a technician installing IRIS ID product(s) on the phone or in an on-site setup and configuration scenario. To avoid such issues, a technician performing an installation should have attended either a live training seminar at IRIS ID, or successfully completed an IRIS ID web-based training seminar (and successfully completed the associated technical certification test).
- Please allow some extra time for a technician during the first system installation. This policy is strictly enforced. Deviation may result in chargeable telephone technical

support. Authorized IRIS ID SSP and SI/VAR Certified Technicians are allowed to obtain free telephone technical support assistance from IRIS ID during normal business hours.

### **Billable Telephone Technical Support**

- A credit card is required for technical support of end users or resellers which are not IRIS ID authorized partners in good standing.
- Billable Technical Support must be pre-purchased and scheduled. Contact the IRIS ID sales department @ 609-819-4747 for a quotation.
- Normal business hours Telephone Technical Support: Direct calls to technical support from end users or non-certified technicians are billable at \$120 (US) per hour in the absence of an authorized IRIS ID partner.
- After-Hours Technical Support is offered at the rate of \$200 (US) per hour (2 hour minimum) for support after normal business hours (8:30 am – 5:30pm EST).
  - After-hours technical support must be scheduled and pre-arranged with IRIS ID Sales and Technical Support departments during normal business hours. IRIS ID does not maintain live technical support outside normal business hours. (8:30 am – 5:30pm) M-F EST.
  - Payment arrangements (Credit Card or Partner Company P.O.) must be process before after-hour support can be performed.

### **Other Billable Technical Services**

- On-Site (In-Field) technical service is available at the rate of \$150.00 (US) per hour.
  - Hours billed including travel time to and from the site.
  - All expenses for travel, lodging, etc. are billable.
  - On-Site service from IRIS ID must be scheduled at least three weeks in advance.
- On-Site training is available for \$1600.00 (US) per day plus expenses for up to six students.
  - \$300.00 (US) per day extra for each additional student.
  - Training classes in the field is usually a two-day seminar.

#### **NOTICE:**

IRIS ID, Inc. has the authority to modify, adjust or change the Product Warranty & Technical Services Policies at any time. Please review the latest policy terms and conditions at the [www.irisid.com](http://www.irisid.com) website.