

MANTRA

Identity Devices & Systems Business Unit

GLOBAL WARRANTY POLICY

PURPOSE

Mantra Identity Devices & System (MIDS BU) is one of the Business Unit of Mantra Softech India. The purpose of this International Warranty Policy is to establish a standard framework for warranty coverage, service responsibilities, and support processes for MIDS BU offerings such as biometric hardware devices, enrolment kits, terminals and software solutions supplied to customers across the globe.

This policy defines the terms and conditions governing warranty services, including coverage scope, service levels, replacement procedures, customer responsibilities, and exclusions. It aims to ensure consistent, transparent, and efficient warranty support while maintaining high levels of customer satisfaction and operational excellence.

The policy serves as a guideline for MIDS BU employees, authorised partners, distributors, service providers, and end customers to facilitate effective warranty management and support delivery in compliance with MIDS BU's global service standards and business practices.

1. Definitions

"Customer" means the purchaser of the Product from MIDS BU or its authorized distributor.

"Product" means the Mantra branded hardware, firmware and accompanying documentation supplied by MIDS BU.

"Business Day" means Monday through Friday, excluding public holidays observed by MIDS BU.

"Business Hours" means 09:00 AM to 06:00 PM Indian Standard Time (IST), Monday through Friday, excluding public holidays observed by MIDS BU. **"OEM Product"** means any third-party hardware supplied as part of a Mantra solution.

2. Warranty Coverage

MIDS BU warrants that Mantra-branded hardware products shall be free from defects in materials and workmanship under normal use and operation and shall substantially conform to published technical specifications.

The standard warranty period shall be twelve (12) months. The warranty period shall commence from the date of delivery by MIDS BU to the authorised partner or end customer, whichever is applicable, unless otherwise agreed in writing.

Proof of delivery should be registered with MIDS BU through the designated support portal within thirty (30) calendar days of delivery. Where delivery registration is completed within this period, the warranty shall commence from the documented delivery date. If delivery registration is not completed within the prescribed period, or valid proof of delivery cannot be provided, the original shipment date from MIDS BU shall be deemed the warranty commencement date.

Warranty is non-transferable and applies only to the original purchaser unless otherwise approved in writing by MIDS BU. The remedies set forth in this Policy, including repair or replacement of defective products, shall constitute the customer's sole and exclusive remedies for any warranty claim.

MIDS BU may use new or professionally refurbished parts or functionally equivalent components while carrying out warranty repairs

All warranty claims need to be submitted at
<https://identitysystems.mantratec.com/after-sales-support>

3. Product Acceptance

Unless otherwise agreed in writing, the Product shall be deemed accepted if the Customer does not notify MIDS BU in writing of any material non-conformity within seven (7) days from delivery or commissioning (where applicable).

4. Warranty Service (RMA)

All warranty claims must be processed through MIDS BU's Return Material Authorization (RMA) process. Products must be returned to a MIDS BU-designated service center for inspection, repair, or replacement. MIDS BU may, at its sole discretion, repair or replace defective products. Repaired or replacement products shall remain covered only for the balance of the original warranty period.

Customers are responsible for backing up and removing all data, applications, and configurations before returning equipment. MIDS BU shall not be responsible for any loss of data.

If a returned product is found to be operating within specifications or no reproducible defect is identified ("No Fault Found"), MIDS BU reserves the right to charge inspection, testing, logistics, and handling fees. Detailed RMA procedure and RMA policy is available at <https://identitysystems.mantratec.com/Policies>

5. Limitation of Liability

MIDS BU's total liability under this warranty shall not exceed the original purchase price of the affected product. Under no circumstances shall MIDS BU be liable for any indirect, incidental, consequential, special, punitive, business interruption, loss of profits, loss of revenue, loss of data, or third-party damages arising from the use or inability to use the product.

MIDS BU shall not be liable for delays or failure to perform warranty obligations due to events beyond its reasonable control, including natural disasters, war, civil unrest, labor disputes, transportation disruptions, pandemics, or government restrictions.

6. OEM Product Limitation

Third-party OEM products supplied as part of a solution, including laptops, tablets, printers, scanners, cameras, signature pads, batteries, accessories, cables, or any other products, shall be governed by the respective manufacturer's warranty terms and support policies. Warranty claims relating to OEM products shall be routed through the respective OEM manufacturer or its authorised service provider. MIDS BU shall not be responsible for OEM warranty decisions, repair timelines, spare part availability, product discontinuation, or end-of-life declarations.

7. Software Disclaimer

Software, firmware, SDKs, APIs, drivers, middleware, operating systems, and third-party applications are provided on an "as-is" basis unless covered under a separate software support agreement.

MIDS BU does not warrant uninterrupted operation, compatibility with third-party software, or error-free performance. MIDS BU shall not be responsible for vulnerabilities, security breaches, cyberattacks, ransomware incidents, data loss, or service interruptions arising from third-party software, networks, cloud infrastructure, or customer-managed environments.

8. Data Protection

Unless expressly agreed in writing, MIDS BU does not host, retain, control or process Customer personal data or biometric information as part of warranty services. Customers remain solely responsible for compliance with applicable privacy and data protection laws.

9. Software Support

Software supplied with the Product is supported only in accordance with the applicable software documentation, release notes, or separately executed software support

agreement. Unless expressly agreed in writing, warranty does not include customization, new feature development, integration services or compatibility with future operating systems or third-party applications.

10. On-Site Support

Warranty service is provided on an Off-site Return-to-Service-Center basis.

Unless specifically agreed in writing, on-site support, travel, accommodation, visa costs, freight charges, customs duties, taxes, and related expenses shall be borne by the customer.

Advance replacement services are not included under standard warranty unless separately contracted.

11. Dead On Arrival (DOA)

Customer must report DOA within fifteen (15) calendar days of delivery and provide supporting evidence including photographs, videos, installation reports, or diagnostic logs. Upon verification of the DOA claim, MIDS BU may, at its sole discretion, repair, replace, or issue a credit note in accordance with the applicable commercial agreement.

12. Advance Replacement

Advance replacement products shall be provided only if expressly agreed in writing under a separate contract, SLA, or commercial agreement. Standard warranty does not include advance replacement services.

13. Shipping Responsibility

- Shipping arrangements for warranty service shall be governed by Section 10 (On-Site Support).
- Customs duties, import and Export taxes, and local government charges are the responsibility of the customer unless otherwise agreed in contract.
- Service turnaround time excludes international shipping and customs clearance delays.
- Products supplied under warranty repair or replacement services are not eligible for refund. Goods once sold are non-returnable except where required by applicable law.
- Customer shall bear the cost of shipping products to the designated service center. MIDS BU shall bear the cost of return shipment after warranty repair or replacement unless otherwise specified in the applicable agreement.

14. Warranty Exclusions

Warranty shall not apply to:

- Physical damage, misuse, abuse, negligence, vandalism, theft, or improper handling.

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- Liquid damage, corrosion, contamination, fire, flood, lightning, power surge, or natural disasters.
 - Unauthorised repair, modification, tampering, or disassembly.
 - Removal or alteration of serial numbers or product identification labels.
 - Damage caused by incompatible third-party equipment, software, accessories, or power supplies.
 - Normal wear and tear and consumable items.
 - Software defects, malware, viruses, cybersecurity incidents, database corruption, or third-party software issues.
 - Damage resulting from improper installation, transportation, storage, field deployment, election operations, or operation outside specified environmental conditions.
 - Reinstallation, reconfiguration, integration, recabling, remounting, redeployment, training, or data migration activities.

15. Consumables Exclusion

- Printer cartridges
- Toner
- Scanner rollers
- Batteries
- Signature pad pens
- Thermal paper rolls
- Cleaning accessories
- USB cable
- Mouse batteries

16. Governing law and Jurisdiction

This Policy shall be governed by and construed in accordance with the laws of India, without regard to its conflict of law principles.

Any dispute, controversy, or claim arising out of or relating to this Policy, including its interpretation, validity, performance, or enforcement, shall be subject to the exclusive jurisdiction of the competent courts located in Ahmedabad, Gujarat, India.

The parties agree to submit irrevocably to the jurisdiction of such courts for the resolution of any disputes arising under or in connection with this Policy.

17. Language

In the event of any inconsistency between translated versions of this Policy, the English language version shall prevail and govern.

18. Policy Validity

MIDS BU reserves the sole right to amend, modify, suspend, replace, or withdraw this Policy at any time. Such modifications shall become effective upon publication on the applicable MIDS BU website, portal, or official communication channel.

The latest published version shall supersede all previous versions.

19. Export Control and Sanctions

Warranty service shall not be provided where prohibited by applicable export control laws, trade sanctions, embargo regulations, or governmental restrictions.

20. "No Other Warranties" Clause

Except as expressly stated herein, MIDS BU disclaims all other warranties, whether express, implied, statutory, or otherwise, including any implied warranties of merchantability, fitness for a particular purpose, non-infringement, or suitability for any specific application.

21. Cross Reference

This policy forms part of MIDS BU's Product Support Framework and shall be read together with the applicable Service Policy, RMA Policy, Product Life Cycle Policy, AMC Policy, AMC Agreement, SLA Agreement, quotation, purchase order, and other contractual documents.

Contact Information

For warranty claims and technical support:

Email : support.identitysystems@mantratec.com

Website : <https://identitysystems.mantratec.com>

Support Hours : **Monday–Friday, 09:00–18:00 IST (excluding public holidays)**