

MANTRA

Identity Devices & Systems Business Unit

GLOBAL RETURN MATERIAL AUTHORIZATION POLICY (RMA)

PURPOSE

Mantra Identity Devices & System (MIDS BU) is one of the Business Unit of Mantra Softech India. The purpose of this Return Material Authorization (RMA) Policy is to establish a standardised process for the return, evaluation, repair, replacement, and disposition of defective or suspected defective products supplied by MIDS BU.

This policy defines the procedures, responsibilities, eligibility criteria, and service requirements applicable to product returns during and after the warranty period. The objective is to ensure efficient handling of returned products, minimize service disruption, maintain product traceability, and provide consistent support to Customers, distributors, partners, and authorised service providers.

All product returns for warranty evaluation, repair, replacement, or technical inspection must be authorised through the official RMA process and comply with the terms and conditions specified in this policy.

1. RMA Authorization

- Customers must submit a valid warranty claim through the designated online service portal, providing the product serial number, proof of purchase, and a description of the reported issue.
- Link: <https://identitysystems.mantratec.com>.
- Warranty service is provided on an Off-site Return-to-Service-Center basis.
- The warranty claim processing period shall commence from the date the product is physically received at the designated service center and not from the date the RMA number is issued.

2. RMA Request Requirements

- Valid warranty claim submission through the support portal.
- Submission must include serial number, proof of purchase, and fault description.
- Customer must back up and remove all personal, biometric, confidential, and application data before shipment.
- MIDS BU may inspect and evaluate the reported issue to determine warranty eligibility.
- Repair or replacement proceeds only after defect verification.
- Non-warranty issues may require Customer approval of a quotation before repair.

3. Troubleshooting Requirement

Prior to requesting an RMA, the Customer shall perform the troubleshooting procedures recommended by MIDS BU and cooperate with the technical support team for remote diagnosis. MIDS BU may require logs, photographs, videos, error messages, configuration details, or remote access sessions to verify the reported issue. Failure to complete the required troubleshooting process may result in delays or rejection of the RMA request.

4. Packaging Requirements

The Customer shall use appropriate protective packaging to prevent damage during transit. Any transit damage resulting from inadequate packaging may not be covered under warranty.

All personal and application data should be removed before shipping. Products received with inadequate packaging may be rejected or repaired at Customer risk.

5. Freight Responsibilities

During the Warranty Period:

- The Customer shall ship the defective product to the designated service center or RMA location. The Customer shall be responsible for all export documentation, customs clearance requirements, import duties, taxes, and regulatory approvals unless otherwise agreed in writing.
- Upon verification and repair/replacement approval, MIDS BU will bear the return shipping cost for sending the repaired or replacement product back to the Customer.
- Return shipments will be dispatched only to the address specified in the approved RMA request.

Out-of-Warranty Period:

- For products that are outside the warranty period, all logistics, shipping, courier, customs duties, taxes, and related transportation charges for both inbound and outbound shipments shall be borne by the Customer

6. Inspection & Evaluation

- All warranty repairs must be performed at MIDS BU-designated service facility.
- MIDS BU reserves the right to determine, at its sole discretion, whether a product defect qualifies for warranty repair, replacement, or chargeable service.
- Spare part availability is subject to inventory levels, import regulations, OEM supply conditions, and product lifecycle status.
- Covered defects will be repaired or replaced at MIDS BU's discretion.
- Inspection, labor, and material costs for valid warranty claims are borne by MIDS BU.

7. Warranty on Repaired or Replaced Products

If MIDS BU product is repaired or replaced under warranty, the repaired or replacement product shall remain covered only for the unexpired portion of the original warranty period. Any warranty repair or replacement shall not extend, renew, or restart the original warranty term.

For OEM (Original Equipment Manufacturer) products or third-party components supplied as part of a solution, warranty coverage, repair eligibility, and replacement terms shall be governed by the respective OEM's warranty policy. MIDS BU shall provide reasonable assistance in coordinating warranty claims with the OEM where applicable.

8. Advance Replacement

Advance replacement may require a refundable security deposit, purchase order, bank guarantee, or commercial approval. Any product supplied under advance replacement remains the property of MIDS BU until the defective product is returned and evaluated.

9. Out-Of-Warranty Repairs

- Service, repair, and replacement activities will commence only after the Customer approves the applicable charges, if any.
- Quotations shall remain valid for thirty (30) calendar days unless otherwise specified.

10. No Fault Found (NFF)

Products returned with no reproducible fault may be returned without repair and shall be subject to applicable inspection, testing, handling, logistics, and administrative charges.

11. Warranty Void Conditions

If it is determined that the reported defect is not covered under warranty, including defects resulting from misuse, negligence, physical damage, liquid ingress, fire, lightning, power surge, unauthorised modification, serial number removed or tampered, improper handling, environmental damage, natural disaster, or any other non-warranty condition, MIDS BU may provide a quotation for inspection, repair, spare parts, and logistics charges. Repair activities shall commence only after receiving written approval from the customer.

12. Turnaround Targets

MIDS BU shall make commercially reasonable efforts to meet the applicable service turnaround targets for warranty repairs, replacements, and technical support activities. Turnaround time shall be calculated from the date the product is received at the designated service facility and all required documentation has been verified.

Service turnaround targets are estimates only and do not constitute a guaranteed service commitment. Turnaround calculations exclude transportation time, shipping delays, customs clearance, import/export processing, force majeure events, and any delays caused by incomplete information, Customer actions, or third-party logistics providers.

13. Ownership of Replaced Parts

Any defective component or product replaced under warranty shall become the property of MIDS BU. MIDS BU reserves the right to retain, refurbish, recycle, or otherwise utilize such replaced parts without compensation to the Customer.

14. EOSL Products

Products designated as End of Service Life (EOSL) may receive support on a commercially reasonable and best-effort basis. Repair services, firmware updates, technical support, and spare part availability are not guaranteed for EOSL products.

15. Limitation of Liability

- Customers are responsible for backing up and removing all personal, biometric, confidential, and application data before submitting products for repair or replacement. MIDS BU shall not be liable for any loss of data during service, repair, replacement, or diagnostic activities.

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- Repair activities shall commence only after receiving written approval from the Customer. If no response, approval, or payment is received from the Customer, MIDS BU may retain the product for up to ninety (90) days from the date of receipt. After the expiry of this period, MIDS BU reserves the right to dispose of, recycle, or otherwise manage the product in accordance with applicable laws and internal procedures. MIDS BU shall not be liable for any compensation arising from such action.
 - MIDS BU shall not be liable for any delay or failure to perform its obligations due to events beyond its reasonable control, including but not limited to natural disasters, pandemics, labor disputes, government actions, transportation disruptions, customs delays, war, terrorism, or supplier shortages.
 - To the maximum extent permitted by applicable law, MIDS BU shall not 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 or related to any RMA, repair, replacement, inspection, diagnostic activity, shipping delay, or service interruption.
 - MIDS BU's total cumulative liability under this Policy shall not exceed the original purchase price of the affected product.

16. DATA PROTECTION

Customers remain solely responsible for removing, encrypting, or otherwise protecting all personal, biometric, confidential, and application data before returning any product for service. Any biometric or personal data contained on returned products shall be handled in accordance with the Product Warranty Policy 8 (Data Protection) and applicable data protection laws. MIDS BU shall process such data only to the extent necessary for diagnosis, repair, or replacement.

17. Governing Law & 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.

18. Export Control & Sanctions

MIDS BU shall not be obligated to provide repair services, replacement products, spare parts, technical support, warranty services, or any other services where prohibited by applicable export control laws, trade sanctions, embargo regulations, or governmental restrictions.

19. Language

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

20. 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.

21. Cross Reference

This RMA Policy shall be read together with the applicable Product Warranty Policy, Service Policy, Product Life Cycle Policy, AMC Policy, AMC Agreement, SLA Agreement, quotation, purchase order, and other applicable contractual documents.

In the event of any conflict between this Policy and a separately executed agreement, the executed agreement shall prevail to the extent of such conflict.

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)**