

Post-Warranty Repair Terms & Conditions

NOTE: If your hardware is still in warranty with the manufacturer we will not process a post-warranty repair. If you purchased your hardware from IDScan.net and it is in need of repair and still in warranty, you may submit a repair request here. If you purchased your hardware from the manufacturer or another seller, please reach out to them directly to process your in-warranty repair.

- Prior to shipment of an item to IDScan.net, an RMA number must be acquired from the IDScan.net technical support department and all fees associated with a diagnosis session must be paid in full.
- The pre-approved RMA number must be marked clearly visible on the outside of the return packaging, preferably on the shipping label and on the packing list.
- Purchaser's account must be current and have all payments cleared with IDScan.net's bank for an RMA shipment to be accepted.
- Returned items not belonging to IDScan.net will not be repaired or replaced. Instead, they will be returned back to the customer freight-collect.
- All new RMA items being returned for repair as "Out of Box" failures must be in original re-saleable condition, with all original packing, manuals, and software. Any such product will be subject to a 15% handling/restocking fee should the unit be tested problem free.
- All RMA items must be shipped freight prepaid by the customer. Furthermore, the customer is expected to insure all items being shipped back. IDScan.net is not responsible for any losses or damages for such equipment.
- RMA's will be shipped back to customer in the same or similar manner as they were shipped to IDScan.net.
- Repairing RMA may take about 2 weeks (10 business days).
- All RMA's must be accompanied with a packing slip indicating an itemized list of the items and the name, return address and phone number of the customer contact.

Discrepancy & Shipping Damage

- For wrong or missing items, shipping damage, or other shipment discrepancies, the customer should report these items immediately to the RMA department. Any claims of wrong or missing items after seven business days from date of receipt will not be honored.
- For shipping damage, the customer must file a claim with their carrier immediately. All items are shipped insured, thus must be reported for coverage.
- Items will not be cross-shipped for any reason.
- Customer is responsible for paying any freight charge caused by refused shipment or unclaimed goods.
- IDScan.net will make every reasonable effort to deliver on time, however, IDScan.net shall not be liable for late or lost shipments.

Customer's Responsibility

- Customer should inspect all packages for damage and discrepancies upon receipt.
- Always inspect for any damage or missing items.
- Customer should always provide a detailed & specific description of problems for defective or damaged items.

- For any and all returns, an RMA # must be issued from the IDScan.net Technical Support Team prior to the shipment to IDScan.net. The RMA number must be clearly visible on package next to or on the shipping label, or it will be refused.
- All RMA's and returns must be accompanied by an Itemized Packing List.

Consequential Damages and Limitations

- IDScan.net shall not be liable for any failure to perform or any delay in performing any of its obligations when such failure or delay is due to circumstances beyond its reasonable control, including, without limitation, any act of God, war, strike, riot, fire, flood, earthquake, lock-out, late or non-delivery by suppliers, shortage or unavailability of materials, components or transportation facilities, or any act, refusal to act, regulation, order or intervention by any governmental authority.
- Under no circumstance shall IDScan.net be liable for any special, indirect, incidental or consequential damages of any kind or nature whatsoever, including, without limitation; lost goodwill, lost resale profits, loss of data or software, work stoppage or impairment of other goods, and whether arising out of breach of any express or implied warranty, breach of contract, tort (including negligence), strict product liability or otherwise, even if advised of the possibility of such damage or if such damage could have been reasonably foreseen, except in case of personal injury where, and to the extent applicable law requires such liability.
- The rights and obligations of the parties under this agreement shall be governed by the laws of the State of Louisiana, in which IDScan.net is located.

Payment Policies

- Invoices are due and payable in accordance with the terms specified on the front of the invoices.
- Any order accepted with a prepaid requirement will be held and not shipped, until entire payment has been received and cleared through IDScan.net's bank.
- A \$25 fee will be applied to all returned checks.
- Accounts past due are automatically placed on C.O.D. cash and all shipments are held until the account is current. A charge of 1.5% per month (18% per annum) or the maximum legal interest rate, whichever is higher, shall be charged on all sums not paid when due. If legal action is necessary to collect any sums due hereunder, buyer agrees to pay all costs of collection, including court costs and seller's attorney fees if so incurred.
- If tax exempt, buyer will provide IDScan.net with an exemption certificate in form and substance satisfactory to the relevant taxing authorities. Orders accepted by IDScan.net are not subject to change or cancellation by Purchaser except with IDScan.net's verbal or written consent and upon payment of an appropriate charge to cover the cost or loss incurred by IDScan.net. This charge, unless otherwise agreed in writing, shall not be less than fifteen percent (15%) of the price of the goods subject to change or cancellation.