

Bioscrypt Return Policy and Procedures

Return for Credit

Bioscrypt is a leading biometric company, specializing in cutting edge identity management systems. We are confident that customers will be pleased with Bioscrypt products. In the event that you receive product purchased direct from Bioscrypt that has been shipped incorrectly, contains product you didn't order or other Bioscrypt related errors, you can return the items for a credit under the following conditions:

- You contact and receive a unique Return Material Authorization (RMA) number from Bioscrypt Technical Support and the item is returning in accordance with the Bioscrypt Return Policy and Procedures
- Return Items are accompanied by proof of purchase
- All original materials (accessories, manuals, CDs) are returned with the item
- The item is in re-sellable condition. If there are any questions regarding re-sellable condition Bioscrypt will have the final decision as to whether an item can be returned or exchanged.

Please note that Bioscrypt's general terms of sale are FCA origin and once items have left Bioscrypt's dock they cannot be returned as per our sale terms. This return for credit policy only covers shipments where Bioscrypt has made errors in shipment.

Any products returned later than 30 days after issuance of an RMA may be subject to review as to whether the authorization to return is still warranted. To prevent this review on legitimate returns Bioscrypt should be provided with the tracking number of the shipment.

All Bioscrypt products must be shipped freight and insurance prepaid, in the original shipping container.

Bioscrypt products that are returned with opened packaging will be subject to review, if Bioscrypt determines that damage exists on the product being returned for credit, the credit will have the standard repair cost of the product deducted from the credit.

If you did not purchase your product directly from Bioscrypt Inc, please contact your retailer for their return policy.

Warranty Repair

Bioscrypt must be notified within thirty days of the date that a defect is discovered. Bioscrypt Technical Support will then issue a unique Return Material Authorization (RMA) number which the Customer must include with all correspondence and display on the outside of the shipping container when returning the product. Any products returned later than 30 days after issuance of an RMA may be subject to review as to whether the authorization to return is still warranted. To prevent this review on legitimate returns Bioscrypt should be provided with the tracking number of the shipment.

All Bioscrypt products must be shipped freight and insurance prepaid, in the original shipping container or equivalent. A written description of the defect together with a copy of the invoice and the name of the

Dealer who sold the Bioscrypt product must be shipped with the product. All defects must be reproducible at Bioscrypt's location to qualify for this limited warranty.

For shipping addresses and return authorization contact Bioscrypt Technical Support. Warranty repairs do not re-initiate the warranty period. For repaired or replaced products the warranty on the unit is the remainder of the warranty on the original product or 90 days, whichever is longer.

Bioscrypt will return a Warranty repaired or replacement product via the most economical method and insurance prepaid. If the Customer desires an expedited return shipping method, then they must agree to pay for the expedited shipping.

Returned products that are found to be free of defects are subject to a \$75.00 handling fee and will be returned at the Customer's expense.

Billable Repair

Bioscrypt Technical Support must be notified that a defect has been discovered. Bioscrypt Technical Support will then issue a unique Return Material Authorization (RMA) number which the Customer must include with all correspondence and display on the outside of the shipping container when returning the product. Any products returned later than 30 days after issuance of an RMA may be subject to review as to whether the authorization to return is still warranted. To prevent this review on legitimate returns Bioscrypt should be provided with the tracking number of the shipment.

All Bioscrypt products must be shipped freight and insurance prepaid, in the original shipping container or equivalent. A written description of the defect must be shipped with the product. All defects must be reproducible at Bioscrypt's location.

For shipping addresses and return authorization contact Bioscrypt Technical Support. Billable repairs do not re-initiate the warranty period. For repaired products the warranty on the repaired unit is the remainder of the warranty on the original product or 90 days, whichever is longer.

For all non-warranty repairs or billable repairs, the customer will be responsible for charges associated with parts, labor and shipping/freight to and from the Bioscrypt repair facility. Once the product is evaluated/inspected by a Repair Technician, Bioscrypt will provide the customer via E-mail or fax with a written estimate of the aforementioned charges. If any discrepancies arise between the final cost and the initial estimate, the customer will be notified. The customer shall approve any estimate for non-warranty repairs or billable repairs and shall pay the estimated charges before the equipment is repaired. In the event the customer fails to either:

- Pay the estimated charges within 60 days of initial issuance of the estimate to the agreed email address
- Or
- Arrange for the return of the un-repaired equipment to the customer at customer's cost within 60 days.

Bioscrypt will consider the equipment abandoned and will dispose of the equipment at its discretion.

Bioscrypt will return a Billable repaired or replacement product via the customer desired method (subject to Bioscrypt's ability to do so) at the customers cost. If the Customer desires an expedited return shipping method, then they must agree to pay for the expedited shipping. Returned products that are found to be free of defects are subject to a \$75.00 handling fee and will be returned at the Customer's expense.