

## Contents

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# Customer Returns Policy

## Return Material Authorization (RMA)

A RMA number is required for all type of customer returns, either repair, rework, investigation or return to stock.

### 1. How to request a RMA

Customers should contact repairs via the global e-mail: [repairs@innovative-technology.com](mailto:repairs@innovative-technology.com)

The customer will receive a label with the RMA number. This must be attached to either each box if different RMAs have been raised or to a pallet being returned. Boxes which do not carry this label may be delayed during processing. Shipping fee is NOT included with this label.

To request a RMA for Return to Stock (RTS) customers should contact their local sales manager.

#### a) Information Required for a RMA repair, rework, investigation

With the aim to provide a better service, customers should report the following information:

- ✓ RMA type: Repair, rework, investigation.
- ✓ Product information
  - Type of units
  - Quantity of units
  - Fault description: as much detail as possible
  - Customer interface
  - Dataset/Firmware settings required
  - Declare if money is potentially inside the cashbox or recycler. (Value, Serial number etc)
  - Any non-standard options
- ✓ Shipping Information
  - Contact Name
  - Contact Phone Number
  - Contact Email
  - Shipping Address: City, State, Postal Code, Country
- ✓ PO number: Optional

Customers will be advised to send their units to one of the ITL repairs centres, whether in the UK, Spain, Germany, USA or China. This will be allocated at the point to raise a RMA.

b) Information required for an RMA Return to stock with or without credit.

Units must be in 'as new' condition. If the unit is classified as customer damage credit will be deducted. Credit will be processed upon receipt of your returned item.

Information required:

- ✓ Units to return: New
- ✓ Reason for Return:
- ✓ Qty & type of Units:
- ✓ Revision
- ✓ Sales Order Number:
- ✓ Customer Needs Credit?

c) Shipping guidelines

It is important to protect the most fragile part of the products, therefore please follow the basic guidelines below:

- Match your box to the size and weight of your item(s)
- If reusing a box, make sure it's high-quality, with no holes, tears, or dents.
- Wrap items individually with cushioning material and centre them in cartons away from other items and away from the sides, corners, top, and bottom of the box.
- Use fillers like crumpled newspaper, or air-cellular cushioning material such as Bubble Wrap to fill void spaces and prevent movement of goods inside the box during shipping.
- Maximum weight suggest per box is 20 kgs

## 2. Products to Repair

In order to keep quality standards and the products guarantee:

- The full unit must be returned. No incomplete units will be accepted. Customers may not remove PCBs from units and send for repair.
- No PCB's individually will be accepted. If absolutely necessary then PCB will be repaired without warranty.
- Individual PCBs bought separately as spares will be accepted for repair with the Sales Order number and warranty void label intact.
- Cashboxes and chassis out of warranty are not repairable, however the customer will be informed if a new one is needed.
- IF's or DA3 out of warranty are not repairable.
- Bezel out of warranty are not repairable.

### 3. Standard Warranty & Guarantee Repair

#### a) Standard Warranty

Innovative Technology Ltd warrants the performance and operation of its cash handling products for 12 months under normal use conditions from the date of the original purchase or when the standard warranty cycles have been exceeded.

#### b) Guarantee Repair Period

All products have a 3 month warranty after the last repair for the same repair service level. In case the product still has the original warranty the one that is longer will apply. (Policy for original warranty is located at <https://innovative-technology.com/terms-conditions/>). Terms of warranty of products repaired in Spain will be that provided by law.

#### c) Guarantee & Warranty Guideline

- If units under warranty or guarantee arrives for repair without a fault description from the customer, and no fault is found, they will be charged Level 1 price due to costs incurred during investigation.
- If the unit to repair has reached the standard warranty cycles, product warranties do not apply and the customer will be charged accordingly.

#### d) Guarantee & Warranty Exceptions

All units will be charged according to repair level, or returned as BER (Beyond Economical Repair) if any of the following cases apply:

- Units returned damaged during transit. They will be marked as customer damaged.
- If the original serial number has been removed or if the product has been disassembled or damaged through misuse, accident, modifications, use of incorrect, modified or extended power supply, or unauthorized repair. e.g. unwound payout tape, PCB swapped, heavy contamination, liquid damage etc.

**Warranty Term Time or Cycles  
Whichever Comes First**

Range	Product	Standard Warranty		Guarantee Repair Time	End of Life	
		Time	Cycles		Time (BSL)	Lifecycles (LTC)
BV Range	BV30 BV50 ST	1 Year	100,000	3 Months	No repairable if OOW	
NV Range	CBA9	1 Year	200,000	3 Months	7 Years	1,000,000
	NV9 USB+ ST					
	NV9 Spectral					
	NV10 ST					
	NV200 ST					
	NV200 Spectral					
	NV201					
NV201 Spectral						
CFeed	Coin Feeder Twin Coin Feeder	1 Year	100,000	3 Months	7 Years	1,000,000
Hopper	SH3.5 ST	1 Year	200,000	3 Months	7 Years	2,500,000
	SH4					
PO	Payout ST	1 Year	100,000	3 Months	7 Years	1,000,000
	Payout 3		100,000			
NF	Note Float	1 Year	100,000	3 Months	7 Years	1,000,000
	Multi Note Float		100,000			
Printer	RP80	1 Year	200,000	3 Months	7 Years	1,000,000

**Standard Warranty:** Time or cycles , whichever comes first.

**Guarantee Repair:** Time after repair

**1 Note Cycle:** One note or ticket being:

- Accepted or rejected (and stacked or stored) and/or
- Paid out (and/or stacked)
- Note moved from payout to cashbox
- Note replenished

**1 Coin Cycle:** One coin passing the validation sensor in Hopper or Feeder.

**MCBF:** Mean Cycles Between Failures: The mean number of Cycles between a Failure occurring during the product Maintainable Life. Note: A Failure can occur at any time and usually appears to be a random occurrence.

**LTC:** The number of cycles a unit is expected to perform before the cost of repair exceeds cost of unit replacement.

**BSL:** Beyond Service Life: the maximum number of years or cycles that a unit can last.

#### 4. End of life products

No repairs will be undertaken if any of the following conditions apply:

- Any product over 7 years old is classed as BSL (Beyond Service Life).
- If a product is less than 7 years old, but has reached specific lifecycles (LTC).
- Any units declared obsolete and formal notification of repair (Information can be found on: [Obsolete Product Notifications \(innovative-technology.com\)](https://www.innovative-technology.com/obsolete-product-notifications)).

#### 5. Timeframe for Returns

Repair time on average is 14 calendar days. Customers will be advised of any delays after the RMA has arrived into the ITL Repair Centre.

#### 6. Repair Service Cost

The repair services cost has been divide in 5 levels according with the task involved. Prices for each level will vary depend on the type of the unit. Prices can be found through the service team or your sales manager.

The repair service levels are:

- Level 1: Reprogram & Reinitialise
- Level 2: Mechanical Repair
- Level 3: Electronic Repair
- Level 4: Mechanical & Electronic Repair
- Level 5: Full Service

#### 7. Shipping cost

- The customer pays freight to the appropriate ITL repair centre and ITL pays freight to return any product.
- In case of a repeat issue: ITL needs to verify that it is indeed a repeat issue. The customer will need to pay for shipping to ITL as normal. If ITL confirms the original repair was not successful, then ITL should issue a credit note for the inbound delivery cost.

#### 8. RMA's in suspense

- A RMA will be placed into suspense while awaiting payment for any proforma invoice or if a credit account is overdue.
- The Finance Department reserve the right to set a customer account to "On Hold"
- If a customer has RMAs in suspense for more than 2 months, new RMAs for the same customer won't be repaired/reworked without approval, even if in warranty. New repairs will start when RMAs in suspense have been released. ITL reserve the right to reject a RMA request for accounts On Hold.
- If the product remains in suspense for over 1 year, the product will automatically be disposed of.

#### 9. Money Detected in RMA:

If money is found during repair the RMA, the customer will be informed ASAP. Their account will be credited. Cash will not be returned to the customer.

