



## Return Material Authorization Policy

This RMA Policy replaces all previous policies and is effective April 25, 2011.

If you have any questions about this bulletin, please call RMA Support at

**1 972-243-7208 ext. 2** or email **SiritTechSppt@federalsignal.com**.

Calls will be received between 9:00 AM and 5:30 PM Central time, Monday through Friday.

Thank you in advance for your cooperation.

Pricing & Terms are subject to change without notification.

### **1.0 Purpose**

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- 1.1 This policy describes the process in which a customer can return equipment back to Sirit (part of Federal Signal Technologies) for factory repair, replacement, or credit.

*Submission of equipment to Sirit is deemed as authorization to repair and acceptance of charges incurred based the date submitted. Equipment having repair cost exceeding \$750.00 U.S.D. or 50% of product's value will be held for additional customer authorization. A shipping and handling fee will apply to all non-warranty equipment if returned to the customer repaired or not.*

**All RMA's submitted require an authorized conditional Purchase Order (P.O.) or credit card number prior to commencement of the repair. Cost Estimate will be provided because exact cost can not given unless the repair is complete.**

*NOTE: All RMA returns **MUST** be returned through an authorized distributor, dealer, installer or agency. Sirit will **not** accept any returns by the end customer.*

### **2.0 Scope**

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- 2.1 This document applies to customers of Sirit (part of Federal Signal Technologies).

### **3.0 Responsibilities**

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3.1 **Customers:**

A properly completed Sirit / FSTech RMA form must accompany all equipment returned to Sirit Inc. for any reason. Please send all products that require RMA service to the following repair center location:

Sirit Technologies Inc.  
1321 Valwood Parkway, Suite 620  
Carrollton, Texas, 75006 U.S.A.  
Attn: RMA DEPARTMENT



*Submission of equipment to Sirit is deemed as authorization to repair and acceptance of charges incurred based on the pricing index as of the date submitted. Equipment having repair cost exceeding \$750 U.S.D. or greater than 50% of product's value will be held for additional customer authorization. A shipping and handling fee will apply to all non-warranty equipment if returned to the customer repaired or not.*

**All RMA's submitted require an authorized Purchase Order (P.O.) number prior to commencement of the repair.**

**NOTE:** All RMA returns **MUST** be returned through an authorized distributor, dealer or agency. **SIRIT** will **not** accept any returns by the end customer.

3.2 Sirit Inc. will handle RMA(s) by the status of the returned equipment as defined below:

### 3.2.1 New Product Warranty

Any product purchased through an authorized dealer or distributor will carry the following new product warranty from the date of shipment from Sirit's factory.

- Title 21 Transceivers Twelve (12) months
- IDentity Flex, IDentity Zip & IDMAX Readers Twelve (12) months
- IN510 Readers Twelve (12) months
- ID4100, ID5100, ID5200 & ID5204 Readers Twelve (12) months
- OEM Twelve (12) months
- Any other equipment (non-tag) not listed Twelve (12) months

Warranty does **not** cover exceptions as listed in Section 3.2.3. Equipment repaired or replaced under New Product Warranty will carry warranty for the balance of the original warranty. Power Supplies are typically non-repairable and replaced when under original warranty.

### 3.2.2 RMA Repair Warranty

Equipment repaired by Sirit is covered by warranties for the periods shown below, under normal use and service, to be free from defects in material and workmanship from date of shipment by Sirit. Warranty is limited to factory repair or replacement as described below:

- Transponders: T21, Flex & Zip: Ninety (90) days
- Tags: Passive Inlay Type (typically non-repairable) Ninety (90) days
- Readers: T21, Flex, Zip, IDMax & MaxPro Ninety (90) days
- Readers: IN510, ID4100, ID5100, ID5200 & ID5204 Ninety (90) days
- Any other equipment or peripheral: Ninety (90) days

If the equipment fails during the warranty period, Sirit shall correct any such failure by repairing or replacing the equipment at its own expense. All returned equipment that is replaced shall become



the property of Sirit. Equipment repaired or replaced under New Product Warranty will carry warranty for the balance of the original warranty.

### **3.2.3 Warranty Exceptions**

The above warranties do not apply to failures beyond the control of Sirit such as: acts of God (including lightning strikes), abuse, mishandling, vandalism, accident, Electrostatic Discharge (ESD) damage, or failure to follow installation or operating instructions. Failure to provide a suitable operating environment, or unauthorized modification of Sirit equipment or software, may void your warranty. Other conditions that may void the warranty include:

1. Printed Circuit Board's reworked by parties other than SIRIT may void the warranty or may be subject to additional charges.
2. Failure to properly package the equipment for return: Any equipment returned to Sirit improperly packaged may be subject to additional charges. Sirit does not accept any liability for damage caused by the shipping agency.
3. Any unit being returned with the security seal broken will void warranty and be subject to additional charges.
4. Any tags being returned will need to be in the original state (inlay being present).

Equipment found to have failed due to one or more of the causes shown above will be repaired, replaced or corrected pursuant to the Non-Warranty Repairs provision in Section 3.2.4.

### **3.2.4 Non-Warranty Repairs**

Sirit will service equipment provided that:

1. A properly completed RMA form with issued RMA number is included with the return.
2. The equipment is repairable as determined solely by a Sirit technician.

### **EXCEPTIONS**

Any equipment exceeding \$750 U.S.D. or greater than 50% of product's value will be held for additional customer authorization. Should we not receive authorization within 10 days of notification, we will assume the equipment is not to be repaired. The equipment will be returned to the customer and a processing fee of \$150 U.S.D will be charged.

**Note:** *A processing fee will be incurred on all On-Hold RMAs that the customer chooses not to have repaired or replaced. The processing fee will be \$150 U.S.D. per RMA item. This fee is necessary to recover the testing, shipping and handling costs to process the equipment.*



### 3.3 Shipping and Handling

An RMA number must be obtained from Customer Service / RMA department at 1 972-243-7208 ext. 2 or by emailing us at [SiritTechSppt@federalsignal.com](mailto:SiritTechSppt@federalsignal.com) prior to shipment to Sirit. This is to enable us to track each repair and respond to inquiries. Please mark the RMA number on the outside and all sides of the shipping container as well as: **“Attention: RMA Department”**. Items without proper identification may incur delays in processing.

RMA forms can be downloaded from the **SUPPORT / RMA** section at Sirit's website [www.sirit.com](http://www.sirit.com). You can also receive a form via fax or mail by contacting the RMA Department. One RMA form must be used for each RMA Submission. Each submission may include multiple units of same product model (up to five non tag returns). Tag returns should be itemized and a list of serial or tag ID numbers / facility code / dealer code must accompany each package.

The customer is responsible for payment of shipping and brokerage costs to and from the Sirit repair center for non-warranty repairs. In the case of warranty repairs, the customer is responsible for payment of shipping cost and brokerage costs to the Sirit repair center and Sirit is responsible for the cost of returning the item. The standard return shipment uses “UPS Ground”, Any desired “expedited” or overnight shipping costs for warranty repairs will be the responsibility of the customer.

### 4.0 Minimum RMA Charges (Evaluation Fee)

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- 4.1 Equipment returned to Sirit under the RMA program will be subject to a minimum charge of \$150 U.S.D as Evaluation Fee unless covered under the original new equipment warranty or RMA warranty.

### 5.0 RMA Support and Inquiries

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- 5.1 If you have any questions about this bulletin, please call Customer Service / RMA support at **1-972-243-7208 ext 2** or email [SiritTechSppt@federalsignal.com](mailto:SiritTechSppt@federalsignal.com). Calls will be received between 9:00 AM and 5:30 PM Central time, Monday through Friday.