***Rev 4.0, January 5, 2024***

**RETURN MATERIAL AUTHORIZATION (RMA) TERMS AND PROCEDURE**

1. **Purpose and scope**
   1. In this document the terms and procedure of a return material authorization (RMA) (‘**RMA Procedure**’) are laid down for Endur ID Inc. with address 8 Merrill Drive, Unit 4, Hampton, NH 03842 (‘**Endur ID**’) under which a customer of Endur ID is entitled to return a product to Endur ID. The RMA procedure covers returns under any applicable warranty policy and returns outside of a warranty policy.
   2. Definitions:

Customer: any entity with which the Seller has concluded a Contract.

Seller: Endur ID Inc.

1. **Requesting an RMA number**
   1. Prior to returning any product to Endur ID, the customer must first obtain an RMA number from Endur ID.
   2. In the event of technical problems, the customer shall first contact the Customer Service organization of Endur ID in order to find a solution for the problem. If no solution can be found, the customer is entitled to request an RMA number from Endur ID.
   3. In order to obtain an RMA number from Endur ID, the customer shall request an RMA number from Endur ID by submitting the completely filled out RMA form located at [www.endurid.com/RMA](http://www.endurid.com/RMA) Form and emailing to [customerservice@endurid.com](mailto:customerservice@endurid.com).
   4. After receipt of the RMA number request, Endur ID may contact the customer in order to discuss the request and/or to obtain more information. Subsequently Endur ID will check whether the product is within the warranty term and Endur ID will issue an RMA number or not (in its sole discretion).
   5. The request for the RMA number by the customer shall be made within five (5) business days of the product being deployed at a customer site, or in the event of a defect of the product, the request for the RMA number by the customer shall be made within five (5) business days after the customer discovered the defect or the defect might reasonably have been expected to become known to the customer to ensure adequate battery life in the product for testing . Any failure by the customer to request an RMA number within the time specified in this paragraph shall result in the loss of any claims whatsoever in this respect.
2. **Returning the product**
   1. After issuing an RMA number, the customer shall return the product within five (5) business days to Endur ID

at the address mentioned above, together with the RMA number and a copy of the RMA request. Freight costs will be prepaid by the customer (unless agreed otherwise). Product returns should be sent by trackable shipment method. By returning a product the customer accepts Endur ID’s RMA Procedure. If the product is not returned by the customer to Endur ID within this term, the RMA number is not valid any longer and Endur ID reserves the right to cancel the request.

* 1. If a product is returned by the customer to Endur ID without a valid RMA number, the product will be returned by Endur ID to the customer upon receipt of the product and at the expense of the customer. Freight costs incurred are at the expense of the customer.

1. **Inspection of the product and warranty**

After receipt of the product, Endur ID shall inspect the product and the RMA request. If the product is defective and within the warranty term, Endur ID shall either repair, replace or credit the product in accordance with the applicable warranty terms outlined in the client specific contract (in its sole discretion) and send back the (new) product (if applicable) at the expense of Endur ID. If the product is claimed by the customer to be defective but after inspection by Endur ID appears not to be defective, Endur ID will be entitled to return the product to the customer at the expense of the customer if found to not be defective or and Endur ID will be entitled to charge inspection costs in the amount of $100.00 USD/tag for tags shipped to Endur ID in qtys greater than ten and at $250.00 USD for tags shipped to Endur ID when requested by Customer to be disposition at a qty of one. If the product is claimed by the customer to be defective but after inspection found to be abused, incorrectly applied to the inmate(s) at deployments or tampered with and not be defective, Endur ID can sell a replacement(s) to the customer.If the product is returned by the customer from a facility for any cut band or band missing alarm deemed unsuccessfully trained by the customer at the sole discretion of EndurID to assess if the product was tampered with or incorrectly assembled by the facility, Endur ID will be entitled to charge the customer inspection costs in the amount of $15.00 USD/tag for tags shipped to Endur ID. The customer is encouraged to properly train all required staff at all facilities despite staff rotations or new personnel in a train the trainer fashion to ensure proper installation and assembly of tags; promote the use of best practices to limit inmate tampering and abuse and unable successful on-site triage and replacement of hardware in alarm due to inmate tampering or improper installation and assembly of tags. If the product is claimed by the customer to be defective but after inspection found to be abused, incorrectly applied to the inmate(s) at deployments or tampered with and not be defective, Endur ID can sell a replacement(s) to the customer. All returned products must be returned in the following condition to enable a successful evaluation for disposition:

* 1. Tag won’t power up or down:
     1. Remove tag from inmate by cutting band. (Do not open clasp) (See Figure #1)
     2. Ship entire tag assembly in an unaltered state (See Figure #1) to Endur ID Inc along with supplied by Endur ID RMA form containing RMA #.
     3. Bundle all tags with this same return type into one shipment to Endur ID and against one RMA #
     4. Replace the tag assembly with a new one. Re-enroll the new radio MAC address to the inmate in HAIP and clear alarm in HAIP.
  2. Tag in Low Battery alarm:
     1. Remove tag from inmate by cutting band. (Do not open clasp) (See Figure #1)
     2. Ship entire tag assembly in an unaltered state (See Figure #1) to Endur ID Inc along with supplied by Endur ID RMA form containing RMA #.
     3. Bundle all tags with this same return type into one shipment to Endur ID and against one RMA #
     4. Replace the tag assembly with a new one. Re-enroll the new radio MAC address to the inmate in HAIP and clear alarm in HAIP.
  3. Tag not seen by HAIP:
     1. Remove tag from inmate by cutting band. (Do not open clasp) (See Figure #1)
     2. Ship entire tag assembly in an unaltered state (See Figure #1) to Endur ID Inc along with supplied by Endur ID RMA form containing RMA #.
     3. Bundle all tags with this same return type into one shipment to Endur ID and against one RMA #
     4. Replace the tag assembly with a new one. Re-enroll the new radio MAC address to the inmate in HAIP and clear alarm in HAIP.
  4. Tag in Cut Band or Band Missing alarm (These alarms are Strong likelihood of being tampered with):
     1. At successfully trained by ViaPath Correctional Facility:
        1. Remove tag from inmate by cutting band. (See Figure #1)
        2. Open clasp with assigned tool only. (Be careful, don’t damage radio).
        3. Refer to the latest Revision of the BlueTrac Inmate Assembly Brochure for the instruction on how to inspect the radio + clasps + band to detect for improper installation and Inmate tampering.
        4. If determined to be tampered with and the clasp and/or band is damaged, replace both the band and clasps, reuse radio and confirm red blinking light on tag stops blinking and then clear alarm in HAIP.
        5. If determined that there is no damage to the clasp and/or band, ship entire tag assembly (Original clasps/radio/band) to Endur ID Inc along with supplied by Endur ID RMA form containing RMA #.
     2. At unsuccessfully trained by ViaPath Correctional Facility:
        1. Remove tag from inmate by cutting band. (See Figure #1)
        2. Ship entire tag assembly in an unaltered state (See Figure #1) to Endur ID Inc along with supplied by Endur ID RMA form containing RMA #.
        3. Bundle all tags with this same return type into one shipment to Endur ID and against one RMA #
        4. Replace the tag assembly with a new one. Re-enroll the new radio MAC address to the inmate in HAIP and clear alarm in HAIP.
     3. Bundle all tags with this same return type into one shipment to Endur ID and against one RMA #

Figure #1:

A tape with a blue plastic tape

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