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Customer Returns Policy

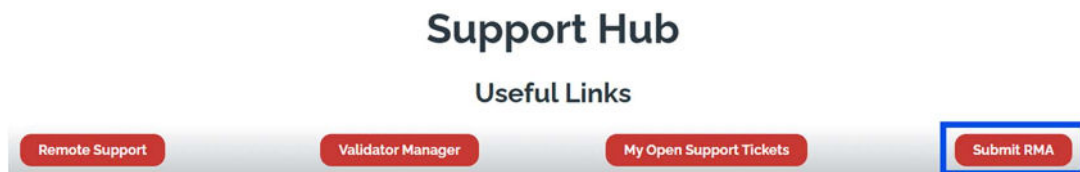
Return Material Authorization (RMA)

An RMA number is required for all customer returns, including repair, rework, investigation, or return to stock.

1. How to request a RMA

Customers can request an RMA through one of these official channels:

- **Online portal:** Complete the Submit RMA form in the Useful Links section of the Support Hub on the Innovative Technology website.



- Email: Send your request to our global support team at 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 an RMA for Return to Stock (RTS) customers should contact their local sales manager.

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

To improve service, customers should provide 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 an ITL repair centre in the UK, Spain, Germany, USA, Brazil, or China. The location will be assigned when the RMA request is made.

b) Information required for an RMA Return to stock

Units must be in 'as new' condition. If classified as customer damage, credit will be deducted.

We will process credit upon receiving your returned item.

Information required:

- Units to return: New
- Reason for Return:
- Qty & type of Units:
- Revision
- Sales Order Number:

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 your item's size and weight.
- If reusing a box, ensure it has no holes, tears, or dents.
- Wrap items individually with cushioning material and centre them in the carton, away from the box's sides, corners, top, bottom, and other items.
- Use fillers like crumpled newspaper or bubble wrap to fill voids and prevent movement during shipping.
- Suggested maximum weight is 20 kg per box.

2. Products to Repair

To maintain quality standards and product guarantees:

- Return the full unit; incomplete units are not accepted. Customers may not remove PCBs for repair.
- We do not accept PCBs individually. If necessary, PCBs will be repaired without warranty.
- PCBs bought separately as spares are accepted for repair if accompanied by the Sales Order number and warranty void label intact.
- Cashboxes and chassis out of warranty are not repairable; customers will be informed if a replacement 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 and biometric 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) Repair Guarantee Period

All products have a 3-month warranty after the last repair at the same service level. If the product still has its original warranty, the longer period applies. (Policy for original warranty is at <https://www.innovative-technology.com/terms-and-conditions/>). Products repaired in Spain have the warranty provided by law.

c) Guarantee & Warranty Guideline

- If units under warranty or guarantee arrive for repair without a fault description and no fault is found, they will be charged the Level 1 price for investigation.
- If the unit has passed the standard warranty period, product warranties do not apply and the customer will be charged to the applicable service level..

d) Guarantee & Warranty Exceptions

- All units will be charged by repair level or returned as BER (Beyond Economical Repair) with a level 1 service charge if any of these apply: Units damaged in transit will be marked as customer damaged.
- If the original serial number is removed or the product is disassembled or damaged by misuse, accident, modifications, incorrect or modified power supply, unauthorized repair, or issues like unwound payout tape, swapped PCB, heavy contamination, or liquid damage, etc.

Table 1. Warranty Term Time or Cycles
Whichever Comes First

Range	Product	Standard Warranty		End of Life	
		Time	Cycles	Time (BSL)	Lifecycles (LTC)
BV Range	BV30	1 Year	100,000	7 Years	
	BV50 ST				
NV Range	CBA9	1 Year	200,000	7 Years	1,000,000
	NV9 USB+ ST				
	NV9 Spectral				
	NV10 ST				
	NV200 ST				
	NV200 Spectral				
	NV201				
	NV201 Spectral				
CFeed	Coin Feeder	1 Year	100,000	7 Years	1,000,000
	Twin Coin Feeder				
Hopper	SH3.5 ST	1 Year	500,000 (or 200,000 coins dispensed)	7 Years	2,500,000 (or 1,000,000 coins dispensed)
	SH4				
PO	Payout ST	1 Year	100,000	7 Years	1,000,000
	Payout 3				
NF	Note Float	1 Year	100,000	7 Years	1,000,000
	Multi Note Float				
Printer	RP80	1 Year	200,000	7 Years	

Standard Warranty: Time or cycles , whichever comes first.

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.

4. End of life products

We will not undertake repairs if any of these conditions apply:

- Products over 7 years old are classed as BSL (Beyond Service Life)
- Products under 7 years old that have reached specific lifecycles (LTC)
- Units declared obsolete. See the [Support Hub](#) FAQ “Obsolete Product Notification” for details.

Products that have reached their designated end-of-life status will follow the standard procedure: they will be returned to the customer without repair, and a Level 1 repair charge will be applied. This ensures compliance with our service guidelines and maintains consistency in handling discontinued or unsupported products.

5. Timeframe for Returns

The average repair time is 14 calendar days. We will notify customers of any delays after the RMA arrives at the ITL Repair Centre.

6. Repair Service Cost

Repair service costs are divided into five levels based on the task. Prices vary by unit type and are available from the Support Hub product page, 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 ITL repair centre, and ITL pays freight to return the product.

For repeat issues, ITL must confirm it is a repeat. The customer pays shipping to ITL as usual. If ITL confirms the original repair failed, it will issue a credit note for the inbound delivery cost.

8. RMA's in suspense

- An RMA will be suspended while awaiting payment for any proforma invoice or if a credit account is overdue. The Finance Department may set a customer account to "On Hold".
- If a customer has RMAs suspended for over one month, no new RMAs will be repaired, even if under warranty.
- Repairs resume once suspended RMAs are cleared. ITL may reject RMA requests for accounts On Hold.
- Products suspended for over six months will be disposed of automatically.

9. Money Detected in RMA:

If money is found during the RMA repair, we will inform the customer and credit their account as soon as possible. We do not return cash.