

August 21, 2017

Returns and RMA Terms and Conditions

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Returns and RMAs Terms and Conditions

Standard Return policy

Products under warranty may be returned for repair or replacement. For more information on the warranty, please see our [FootfallCam Warranty Terms and Conditions](#). Before returning a product, you must obtain a Return Merchandise Authorization (RMA) number from FootfallCam Support. Products returned without an RMA number are not processed and will be returned to you.

Terms and Conditions

The purchase and use of FootfallCam is subject to terms and condition. If you are not satisfied with your purchase, you may return the product with the original receipt and original packaging within twenty-eight (28) calendar days of received day. Only products purchased at regular list prices may be returned. Prior approval from FootfallCam Support must be obtained with valid reasons or dissatisfactions.

Returns Requirement

In the event that FootfallCam product is found to be faulty, after investigations reveals the products as sold were faulty or misdescribed, FootfallCam will replace (for active warranty period) or repair the product.

Returns are not applicable under the following conditions:

- I. Any artificial damage e.g. misuse, abuse or negligence
- II. Any other forms of damage including self-attempted repair or unauthorized alterations
- III. Footfall Counter is used only for **event purpose** or **one-off usage**.
- IV. Modified software or, and any part of Footfall Counter's hardware

For any undamaged product, simply return it with the original receipt or proof of purchase, together with original packaging within twenty-eight (28) calendar days of the date you receive the product. If the item is returned within this timeframe, FootfallCam will exchange it with a same device. However, please note the following:

- I. You have twenty-eight (28) calendar days to return the product from the date you received it.
- II. Only Footfall Counters that has been purchased directly from FootfallCam, either through FootfallCam Online Store, FootfallCam's Sales Representative or any FootfallCam authorized Online Store, can be returned to FootfallCam. E.g.: Amazon.

Return Policy

The following is applicable to all clients' return unless there is contractual agreement that supersedes the following policies:

- I. Client must bear the cost of shipment regardless on the choice of courier or mode of transport used in sending the equipment to FootfallCam
- II. It is advisable to arrange for a transport method which is able to track the shipment, FootfallCam is not responsible for any item lost in transit.
- III. If the product is still under warranty, FootfallCam will bear the cost of sending the replacement unit from the nearest warehouse of FootfallCam to your address. Client must bear all applicable duties and customs charges for shipments to and from FootfallCam, unless otherwise authorised.
- IV. Pay-On-Delivery shipment is strictly unacceptable without any prior agreement and consent from FootfallCam party. Any shipments arriving at FootfallCam with charges due will be rejected immediately.
- V. FootfallCam is not responsible for any data contained in the unit, it is client's responsibility to save any data contained in the FootfallCam unit.

Replacement Product Notice

- I. Client's original product will not be returned, and all replacement products of FootfallCam are factory certified products.
- II. Replacements carry the greater of: original warranty balance or 30 days.
- III. Delivery is during normal business hours to the address client has provided.
- IV. All data in the returned unit(s) will be lost.

What should be returned?

In your return shipment, please **INCLUDE**:

- I. FootfallCam 3D Plus unit, along with Wi-Fi Dongle intact

In your return shipment, please **DO NOT INCLUDE**:

- I. Midspan
- II. Power Cable
- III. Screws
- IV. Network Cable

If product is within warranty, FootfallCam **WILL** send the replacement set containing the following items:

- I. FootfallCam 3D Plus unit with Wi-Fi Dongle
- II. Screw Kits

How should client pack the products to be returned?

Items should be properly packaged in the original box, otherwise it is suggested to be in a hard-covered box. The unit should be bubble wrapped.

*Proper packaging is very important because if item received is damaged externally, FootfallCam is unable to verify if the damage is before or during transit, and any external damage that causes FootfallCam to malfunction will void the warranty.

What will happen to the data stored in the device?

Data on the device will be lost, please ensure device has already uploaded all its data to respective server before sending back to us. The original device will not be returned, if the device is under warranty, a new unit will be sent. If not, the unit will still not be sent back to you. Either way, any data the unit possesses will be lost.

Refunds Requirement:

Refunds are only applicable under the two conditions:

- I. Cancellation of products scheduled to be picked up
- II. Payment and cancellation of the product is within the same day

Refunds for services are only applicable in the event that the Client cancels subscribed service (e.g. installation, engineer callout). Notice of cancellation must be made seven (7) days prior to the actual service day.

If payable, FootfallCam will issue refunds in the same form as purchaser's original payment for the products.

For cash payment, FootfallCam will transfer the money to your bank account within 7-10 business days or as soon as FootfallCam decides to provide full refund.

Note: Product is refundable only for customer who direct purchases it from FootfallCam instead of a third party

Acknowledgement

As Footfall Counter is using cloud-based software, which the data are pushed to and stored in our server. Hence, the minimum requirement for Footfall Counter is network access.

We wish to acknowledge customer that returns and refunds are **NOT** available if:

- Advanced Firewall Setting blocks the port
- If customer's company executes close network policy
- If installation site is having network issue
- If installation site has no network access
- Router has insufficient port for Footfall Counter
- Unplugged Wi-Fi Dongle of Footfall Counter
- Any other factors cause FootfallCam server unable to grab data

The factors mentioned above might affect the transmission of data from Footfall Counter to FootfallCam server and cause FootfallCam server unable to grab footfall or, and Wi-Fi data. Eventually, Footfall Counter might not be able to meet customer's satisfaction.

Product Return Process

1. Troubleshoot using LED Light Indications

Before submitting a Return Merchandise Authorization (RMA) form, please go through the troubleshoot guide using the LED Light Indications on the counters to resolve common issues quickly and easily.

2. Return Merchandise Authorization Request

If troubleshooting is not able to resolve the issue, submit a RMA form to support@footfallcam.com and our staff will process the request. At this point, you will be issued a RMA number (Note that we do not issue RMA numbers by phone or other means). Our technical team will then assist you in resolving the issue. Once a RMA number is issued, we will send you an email, it is valid for fifteen (15) working days. Issuance of an RMA number does not mean the return is approved, only that we will process the request in accordance with our return policy.

3. Returning the Product

Products must arrive here in the same condition as when you received them. You are responsible for return shipping and insurance. Please make sure your RMA number is written on the shipping label and on any documents included with the product. Returned items must have the same serial number with the authorized serial number for returns.

4. Return Merchandise Authorization

After we receive the product, we inspect it to determine the cause of any defect. This process usually takes ten (10) business days. RMA replacement products typically ship via Parcel Force. If you require faster shipping, please inform us via email. We will charge you for the difference between a faster method and the Parcel Force rate.

Return Address

Once FootfallCam Support has acknowledged and the return of Footfall Counter is approved, you will be informed to deliver Footfall Counter back to FootfallCam Europe Office. All product returns require a Return Merchandise Authorization (RMA) number issued by FootfallCam. Please contact FootfallCam to receive an RMA number at support@footfallcam.com.

You may use any delivery service to send the Footfall Counter, together with the original packaging box to following address:

UK Office:

46 Abbotswood
Guildford
GU1 1UY
United Kingdom