

Thales e-Security

Return Material Authorization Policy



This policy covers the important points to be aware of when returning a failed hardware device to Thales e-security that is covered by a Thales e-Security Support Contract

Return of faulty units

When a Thales e-security device covered by your support contract fails you will need to remove and return the original product to us. Installing the repaired/replacement product is at your cost, including any taxes and duties.

Installed firmware

Please note that a replacement unit always contains the most up to date software, while your unit may contain a different version. Should you require a different software version to be loaded onto your replacement unit, then please alert us in advance.

IMPORTANT NOTE

Please ensure that you have appropriate export approvals prior to returning the unit to a Thales Office and comply with your respective country custom regulations.

PACKAGING INSTRUCTIONS

- To avoid potential damage of the faulty unit during transit to Thales for repairs, customers are advised to ship the failed unit in its original packaging. Thales will provide any necessary packaging upon your request.
- Damage sustained to the faulty device during transit will be subject to a rectification charge.
- When returning the defective unit **do not** include manuals, software, cables, modules, smart cards (LMK, OCS, ACS) or mounting brackets. Thales only replaces the defective unit and will not return other accessories.
- Please include a **FULL** set of physical keys when returning the following products for repairs:
 - payShield 9000 HSM,
 - P3CM 250
 - Datacryptor product family.

Contract Shipment Timescales

Standard requires units to be returned to Thales who aim to ship a repair/replacement within 15 business days.

Premium/Premium+ (Advance Replacement service) require original items to be returned within 14 business days of receipt of replacement unit, otherwise an invoice for the full value of the replacement unit will become payable.

Warranty Repairs requires units to be returned to Thales who aim to ship a repair/replacement within 30 business days.

ALL TIMINGS ARE SUBJECT TO AN APPROPRIATE EXPORT LICENCE BEING IN PLACE

RESETTING YOUR UNIT

Please contact Thales Support for advice on erasing your key material prior to shipment.

Please also be aware that Thales e-Security may need to reset your unit to its factory state to affect a full repair. This will erase any configurations settings, key material or, if applicable, security world data.

About Thales e-Security

Thales e-Security is a leading global provider of data encryption and cyber security solutions to the financial services, high technology manufacturing, government and technology sectors. With a 40-year track record of protecting corporate and government information, Thales solutions are used by four of the five largest energy and aerospace companies, 22 NATO countries, and they secure more than 80 percent of worldwide payment transactions. Thales e-Security has offices in Australia, France, Hong Kong, Norway, United Kingdom and United States. For more information, visit www.thales-ecurity.com

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