



RMA (RETURN MERCHANDISE AUTHORIZATION)

In order to have your merchandise repaired, you must first call (773) 286-8989 or complete a request for RMA form. Upon receiving a request for RMA, an authorized technician from GNS will first attempt to resolve the problem over the phone. If the problem cannot be resolved over the phone, GNS may issue an RMA number at our discretion. After an authorized GNS employee issues the RMA number, an RMA form will be faxed or emailed to the customer. A copy of the RMA form must be included with the returned merchandise. Repairs will be performed by an authorized GNS technician.

RMA Regulations

1. All items returned to GNS must have an RMA number with NO EXCEPTIONS. Items returned without a valid RMA number will be refused.
2. The RMA number issued by GNS must be written on the outside of the package along with the return address.
3. Items returned for repair must be in its original packaging and fully insured. GNS is not responsible for damages during shipping. For any damages during shipping, please contact your shipping provider.
4. All items returned for repair must be prepaid by the customer. **NO CALL TAGS OR RETURN LABELS WILL BE ISSUED BY GNS.**
5. It is under the discretion of GNS to repair or replace the returned item.
6. GNS is not responsible for any previously recorded data on the hard drive of the DVR.
7. GNS may repair or replace items with comparable products.
8. Replacement parts may be new, rebuilt, or non-original manufacturer parts that perform to the factory specifications of the product at our option.
9. Any repairs or replacements that are done are warranted until the time of the original 1 year period or 90 days from the time of the repair.

Repair Procedures

Under Warranty

1. Proof of purchase must have a purchase date that falls within the warranty period.
2. Items must be shipped to GNS at the expense of the customer.
3. Items will be repaired with no charge.
4. Items will be shipped back to the customer with shipping paid by GNS.

Out of Warranty

1. Merchandise must be shipped to GNS at the expense of the customer.
2. GNS will provide an estimate for parts and labor corresponding with the repair.
3. Upon receipt of the signed estimate from the customer, the item will be repaired.
4. Items will be shipped back to the customer with shipping costs paid by the customer.
5. **Items sent back not under warranty are subject to charges for parts, labor, shipping, and handling. All out of warranty items repaired by GNS will be given a 90 day warranty.**

THE CONTENTS ON THIS FORM ARE CONFIDENTIAL

Signature _____ Date ____/____/____