

FOR OFFICE USE ONLY

RMA #:

ISSUE DATE:

ISSUED BY:

G.S.D GROUP INC
 85 GELINAS, LAVAL, QC H7M 2Z5
 Tel: 866-791-7020, Fax: 866-936-0553, Email: SUPPORT@GSDSYSTEM.COM

INSTRUCTIONS: To receive a Return Merchandise Authorization (RMA) number, please complete this form in its entirety and email it to support@gdsystem.com or fax it to 866-936-0553. After the form is processed, you will receive an RMA number and shipping instructions. If you have any questions, please call the RMA Department at 866-791-7020. G.S.D GROUP will not be responsible for products returned without a valid RMA number.

Online Help Desk Ticket & Purchase History

Do you have an online ticket? Yes, my Ticket # is:	No
Did you purchase the product(s) directly from GSD GROUP? Yes	No, I purchased from:

Contact Information

Company Name:	Contact Name:	
Email:	Telephone:	Fax:

Shipping Information (units will be shipped to this address)

Street Address:
City, State/Province, Postal Code, Country:

RMA Type

Standard. You ship us the defective unit(s); we repair or replace the unit(s), then ship the unit(s) back to you.

Advance Replacement. We ship you the replacement unit(s) right away; you ship us the defective unit(s) within 21 business days of receiving the replacement(s). Unit(s) must be under warranty and credit card information must be provided below.

Return for Credit. Only for units purchased directly from G.S.D GROUP within the last 10 days. To receive credit on a credit card, card information must be provided below.

Credit Card Information (required for out-of-warranty repair and advance replacement)

Type: Visa MasterCard American Express	Card Number:	Expiration Date:
Cardholder's Name:	Cardholder's Signature or Initials:	
Billing Address (ZIP code required for US):		

Items to be Returned (all fields required)

G.S.D GROUP Invoice #	Date of Purchase	Product ID	Serial Number	Qty.	Description of Problem	Reason for Returning

Comments:

By submitting this form you agree to all of the following applicable terms and conditions.

1. REPAIR WARRANTY: All warranties are void if GSD GROUP finds that the product has been abused, physically damaged or altered in any way without prior written authorization. **2. OUT OF WARRANTY PRODUCTS:** Out-of-warranty products are repaired only with the customer's prior approval of the maximum estimated repair cost. For repair cost estimates, please email support@gdsystem.com or call 866-791-7020. **3. PACKAGING:** Please clearly mark the RMA number on the outside of the package. Products must be appropriately packed to avoid damage during shipment. Damage or loss of goods during shipment is the sole responsibility of the customer. **4. RMA NUMBER:** Any returned product without a valid RMA number will be refused and returned to the sender. RMA numbers are only valid for 14 days from the date they are issued. Please write the RMA number on the box in bold letters using permanent marker on at least two different sides of the box. **5. PRODUCTS SHIPPED:** All products returned to the RMA Department must include all subassemblies, enclosures and accessories. Only the products specified in the approved RMA request will be processed. **6. SHIPPING COST:** The customer is responsible for the cost of shipment to G.S.D GROUP. G.S.D GROUP will be responsible for the cost of shipment back to the customer. Ship to: GSD GROUP, 85 GELINAS, LAVAL QC H7M 2Z5. **7. ADVANCED REPLACEMENT:** If you are requesting advanced replacement for a defective product, you must provide us with a valid credit card number as a guarantee. Advanced replacement will be charged to the customer if the defective product(s) is not received by G.S.D GROUP within 21 business days from the date the customer receives the replacement units. The customer is required to provide the original receipt and the G.S.D GROUP invoice number to receive RMA credit.

PLEASE SEND ALL RETURNS WITH THE RMA NUMBER CLEARLY MARKED ON THE OUTSIDE OF THE BOX OR THE PACKAGE WILL BE REFUSED AND RETURNED TO THE SENDER. A credit card is needed for all out-of-warranty repair charges. RMA numbers are valid only for **14 DAYS** from the date they are issued. All items returned for credit or exchange may be subject to a restocking fee of at least 15%.