

# RMA Procedure



## 1. Eligibility verification for return:

Before proceeding with a return, please review our Sales, Return, and Privacy Policies, paying special attention to page 7 for the conditions regarding exchanges and credits.

Also, ensure that defective products are still under warranty:

- 3 years for recorders and cameras.
- 1 year for all other electronic products and PTZ cameras.
- 3 months for all clearance sale products.

## 2. Form submission:

Complete the return form (orange sections) in the attached [Excel format](#) and send it via email to [support@gsdgroup.ca](mailto:support@gsdgroup.ca)

It is important to include:

- The invoice number or purchase order number (if unique).
- A brief explanation of the defect encountered with the product.
- Serial number.

## 3. Verification and approval:

Upon receipt of your form, we will proceed with the verification and approval of the return. You will then receive a return number.

## 4. Product delivery:

Send the items to the indicated address or drop them off directly at our offices, including a copy of the RMA form with the authorization number.

### Shipping cost conditions:

- For all RMAs, we cover the outbound shipping cost. You are responsible for the return shipping cost.
- Exception: In the case of an error on our part regarding a new product order, we will cover all shipping costs.

## 5. Verification and processing:

Once the equipment is received, we will conduct an inspection and inform you of any exchanges or credits granted. Please note that this process may take up to 10 business days.

We thank you for your cooperation.

If you have any questions, feel free to contact us:

By email: [support@gsdgroup.ca](mailto:support@gsdgroup.ca)

By phone: 1-866-791-7020 ext.6