



GX Group | Documents | 01-05-2019

## Return Material Authorization guidelines

This document outlines the GX Group' Return Material Authorization (RMA) process. In case your GX Group product exhibits signs of failure, please contact our order-desk representative to request a Return Material Authorization.

The preferred method is:

- Download our GX Group RMA-form (<https://gxgroup.eu/downloads>)
- Fill in all necessary information
- Send the GX Group RMA-form to [support@gxgroup.eu](mailto:support@gxgroup.eu)

After receiving this form, the support-desk representative will determine whether the parts are covered by the standard GX Group warranty policy.

### 1. RMA within warranty

#### 1.1 RMA Confirmation

Requests for RMA are typically processed before the end of the following business day, 5:00 PM India Standard time. The RMA confirmation will be accomplished by e-mail, or telephone within 48 hours after receiving the RMA-request.

The RMA confirmation will include packaging and shipping instructions and the assigned RMA number.

#### 1.2 Information

The following information on the Return Material Authorization form is mandatory:

- Customer name and contact person
- Customer address, city and country

- Phone number
- Product number/type (e.g. G-1030, ALTAS-1000A)
- Product serial/MAC address
- Detailed description of failure or problem

### 1.3 RMA Return Shipment Packaging

Original packaging (if available) should be used to minimize the potential risk for shipment damage. For products or small peripheral items generally weighing less than 5kg, customer should use appropriate packing materials that provide a minimum 2cm of foam or similar padding protection for all surfaces of the contents. Large volumes weighing more than 5kg must be shipped in original or equivalent packaging.

If items are damaged during return shipment, it will be left to the discretion of GX Group to determine whether or not the product is repairable. Products damaged during transport will not be repaired under the product warranty.

## 2. RMA Out of Warranty

A product may be determined out-of-warranty, if the warranty period has expired, or if the product has been damaged/misused. If your product is determined to be out-of warranty, the following guidelines are applied.

### 2.1 Repair or Replacement

At the choice of GX Group, an out-of-warranty product may be repaired or replaced with new or refurbished parts, if requested by customer. Products that have been damaged or misused may be deemed non-repairable at determination by GX Group. Out-of-warranty repaired or replaced items carry a 60-day warranty. All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer.

### 2.2 Repair or Replacement Fees

Out-of-warranty products with no AMC will be charged for the total repair cost and it will not be repaired if it exceeds the replacement costs.