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RMA POLICY

These are GVISION-USA's Overall RMA Guidelines. All RMA must meet the overall guidelines in order for the individual RMA policy to apply.

1. The shipper (customer) is responsible for packaging the returning items with proper packing material to ensure a safe return. Do not pack with newspaper, plastic bags, or any inappropriate packing material for glass material. Any damage incurred during shipping as a result of improper packing, will be expensed to the customer.

***** double boxing before shipping is recommended *****

2. Customer shall provide completed Proof of Receipt. This Proof of Receipt will have the customer's shipping label and the date of RMA item(s) being shipped back to GVision USA RMA Dept.
3. All accessories must be included with returned item for diagnostics. Any missing or damaged parts resulting from the customer's misuse or negligence will be charged to the customer.
4. The customer is responsible for payment of shipping fees for the LCD Display to GVision for repair. Do not ship COD. GVision will pay for the return shipment, using UPS Ground or equivalent.
5. All RMA items will be repaired, repackaged and returned to the customer within 10 business days after receipt
6. Out of warranty repairs cost \$50/monitor plus parts and shipping, The total amount to be discussed after initial diagnosis. Payment information is required prior to assigning an RMA for an out of warranty monitor. Please complete the supplementary RMA Non-Warranty Repair Payment Authorization form for repair charges.
7. Communication request must be responded to within 30 days or the unit will be returned without repairs. We will attempt to contact you by email, fax, or phone over the duration of 30 days, for a total of two attempts using information provided.
8. Any Open RMA shall be settled within a closing window of 30 days (from issue date of the RMA)
9. Credit for display only

*Subject to inspection for release of credit - **NO CREDIT FOR DAMAGED PRODUCT**

**For unit returned with no problem found, we will be charging an inspection fee. Inspection fee will vary depending on hours of labor put into the inspection.*