

## RETURN MERCHANDISE AUTHORIZATION (RMA) POLICY & TERMS

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### Overview

- ❖ GVISION-USA does not offer money-back guarantee on any products.
- ❖ Shipping is non-refundable under all circumstances.
- ❖ This Return Policy only applies to products that are sold and shipped by GVISION-USA.
- ❖ All returns must meet the overall guidelines for the individual return policy to apply.
- ❖ GVISION-USA reserve the right to decline any return shipment that does not meet requirements and or without RMA case number.
- ❖ RMA case number must appear clearly on the shipping label of the return shipment
- ❖ GVISION-USA reserve the right to modify this RMA Policy and Process Notice at any time by posting the change on GVISION-USA website and/or by otherwise notifying the customer accordingly.

### Overall Return Guidelines

- Return Merchandise Authorization (RMA) case number may be requiring through the following,
  - By phone, contact RMA Dept. at 1-888-651-9688 ext. 106
  - By email, [RMA@GVISION-USA.COM](mailto:RMA@GVISION-USA.COM)
  - Via GVision website, [www.gvision-usa.com/rma-information/](http://www.gvision-usa.com/rma-information/)
- GVISION-USA product(s) that are new and/or good condition can be returned to GVISION-USA for credit within **30 days\*** of the ship date from GVISION-USA. (\*40 days for international shipping)
- Returns are subject to **20%** restocking fees of the purchase price.
- GVISION-USA may assess the restocking fee against the Customer's account or deduct the fee from the refund amount on all returns, subject to the Return Policy and any product-specific policy.
- GVISION-USA reserves the right to adjust the value of any item returned for refund to reflect its current condition, in which case the restocking fee will be applied after this adjustment.
- Customer is responsible to return the product(s) at their own cost.
- GVISION-USA may ask customer provide Proof of Receipt and/or additional support document (if needed) to valid the RMA inquiry.
- A validation email will be provided to the customer with assigned RMA case number.
- RMA case is valid for **30 days** from the date of issue, and case will be closed without any further notice.
- Return for refund item(s) must be packaged identically to the manner in which they were delivered and should include correct outer carton, internal protection dampers and any ancillary items packaged safely including manuals and any ribbons, even if part used.
- Customer shall provide proof of shipping to GVISION-USA before RMA case expire.
- If thirty (30) days\* have gone by since the SHIP DATE, this Return policy does not apply. (\*40 days for international shipping)

- All returns will be tested. Customer agrees to abide by the findings of GVISION-USA Technical team.
- The granting of a return/refund is at the sole discretion of GVISION-USA and the decision of GVISION-USA in this respect is final.
- GVISION-USA reserves the right of approval or rejection for the RMA inquiry and will notify customer accordingly.
- Products that are received by GVISION-USA in any of the following conditions are **NOT** eligible for return and may be rejected:
  - Any product not purchased from GVISION-USA.
  - Any product that does not exhibit the described reason for the return (i.e., a return initiated for a DOA product that powers on and works properly upon inspection).
  - Any product with a missing, damaged, altered, or otherwise unreadable serial number label, manufacturer model or part number label, and/or warranty label.
  - Any product that is returned without proper protection packaging.
  - Any product from which the Serial Number has been removed.
  - Any product which appears tampered customized or altered in any way.
  - All custom-made items are non-refundable.
- For under valid warranty products repair,
  - Please review GVISION-USA **Three (3) Year Limited Global Warranty** before submitting an RMA inquiry.
  - Please contact GVISION-USA Technical Support Team for troubleshooting after confirming the product is under valid warranty.
  - All accessories must be included with returned item for diagnostics
  - Any missing or damaged part resulting from manmade misuse or negligence will be charged to the Customer.
  - GVISION-USA is responsible to return the repaired unit via Ground or equivalent service, using GVISION-USA primary carrier.
  - For unit returned with no problem found (“NPF”), customer is responsible to arrange return shipment for the product(s) or payment of shipping fee.
- For out of warranty products repair,
  - Customer agrees to pay non-warranty inspection fee\* regardless of whether the product is repairable or not. (\*rate is available in Non-Warranty RMA form)
  - Customer may require paying any other additional cost, such as customs, duties, tax...etc.
  - Payment information is required prior to assigning an RMA case number.
  - GVISION-USA Technical Support Team shall provide customer a repair quotation including a diagnosis report within 30 days after receiving the product(s).
  - Repair quotation is valid for **30 days** from the date of issue.

- Customer is responsible arrange return shipping for the repaired unit or payment of shipping fee.
  - If the unit is not repairable, it will be returned to the customer per request.
  - GVISION-USA reserves the right to scrap the product(s) on site and close RMA case without any further notice if customer doesn't respond within 30 days from the day of GVision's last respond.
  - For unit returned with no problem found ("NPF"), customer is responsible to arrange return shipment for the product(s) or payment of shipping fee.
- For Dead-On-Arrival (DOA) product, please review our **DOA Policy** before submitting an RMA inquiry.

## Replacement/Repaired Products

The Warranty Period on all replacement or repaired product(s) is the remaining portion of the original Warranty Period for the unit(s).

Any concerts of the replacement or repaired product(s) must be reported within seven (7) business days upon receipt of the products.

## Shipping Damages

All shipping damages must be reported immediately upon receipt of the product(s).

## Reference Form

F-870-003	RMA FORM
F-870-005	RMA NON-WARRANTY FORM

## Associated Document

GVI-002	GVISION DOA POLICY
GVI-004	GVISION (3) YEAR LIMITED GLOBAL WARRANTY