

## Customer Claims

## WARRANTY/SHORT-SHIP

All merchandise being returned to our factory for either credit or repair must have a **Return Merchandise Authorization ("RMA") number**

Please email GPS at [warranty@gpsair.com](mailto:warranty@gpsair.com) to request the RMA number. Customers will need to provide (i) **model number and serial number of the Product**, (ii) **original purchase order number, sales order number or invoice number** (iii) **description of failure** (iv) **input/supply voltage**.

Upon receipt of a Customer RMA request for either **repair or credit** of Products, Seller will either issue an RMA number or provide customer with a written explanation for its refusal to issue the RMA within thirty (30) days of the request date. **Unauthorized returns will be refused and returned to the shipper at the customer's expense**. An RMA number is valid for a period of ten (10) days from the date of issue. After ten (10) days, the RMA number will be voided.

Please fill out info below and email to [warranty@gpsair.com](mailto:warranty@gpsair.com)

Original Order Information, Inv, SO#, PO# or Quote # \_\_\_\_\_

Model & Serial Number \_\_\_\_\_

Quantity \_\_\_\_\_

Description of Failure \_\_\_\_\_

Input/Supply Voltage if applicable \_\_\_\_\_

Sold To

Name of company that purchased from GPS: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Contact person: \_\_\_\_\_

Ship To Address (for the replacement unit)

Company name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Contact person: \_\_\_\_\_

Email Address for Order Acknowledgment \_\_\_\_\_



[www.gpsair.com](http://www.gpsair.com)

GPS-047-12-R20-WRF