



GAGE APPLIED TECHNOLOGIES, INC.  
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LACHINE, QC CANADA H8S 4H2  
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## **RMA POLICY**

All products to be returned for repair or upgrade must be accompanied with a valid Returned Merchandise Authorization (RMA) number issued by our Technical Support Department. Any item arriving at GAGE APPLIED TECHNOLOGIES, INC without a valid RMA number cannot be accepted.

Once an RMA number is obtained the package can be returned to GAGE APPLIED TECHNOLOGIES, INC and must be prepaid and insured. Please make sure to mark the exterior of your package clearly with the valid RMA number to insure acceptance. No package will be accepted if it is shipped "COD", "Freight Collect", or "Third Party Billing". The package must also be marked with the correct value of goods being returned.

International customers are advised to choose a carrier such as UPS, FEDEX, or Airborne Express who deliver the merchandise directly to GAGE APPLIED TECHNOLOGIES, INC. Please mark the package and all shipping documents with the statement "RETURN FOR FACTORY REPAIR" to avoid any DUTY charges (which, if incurred, will be billed to your account).

### **WARRANTY REPAIRS**

Gage Applied Technologies, Inc. at its discretion will either repair the defective product including parts and labor or replace the defective product with no charge to the customer. .

Our limited one-year warranty is outlined in your Owner's Manual.

### **NON-WARRANTY REPAIRS**

For all non-warranty repairs there is an initial evaluation fixed fee of \$500.00 US, this covers any standard tests, including labor. To carry out a non-warranty repair we request that a Purchase Order for the \$500.00 US be issued to us before issuing an RMA.

Our Technical Support Representative will contact you to discuss the problem(s) found and a 'time and material' quotation will be issued. On receipt of your approval for the repair charge, the repair will be carried out. If no approval is given, the product will be returned promptly. If charges would exceed 50% of the board's original cost it would be advisable to purchase a new board.

Return shipment for non-warranty repair is the responsibility of the customer.

### **UPGRADES**

Product returning for upgrade must also be accompanied with a valid Return Merchandise Number. When an upgrade is purchased after the original sale was made, the \$500.00 US fixed fee will be added to the price of the upgrade.

**This policy is effective December 13, 2001 until further notice.**