



## PARTS RETURN POLICY & WARRANTY COVERAGE

### **Limited Warranty Coverage**

- 1) All GBC parts carry a 30 day limited warranty.
- 2) Coverage warrants the original purchaser against defects in workmanship and material under normal use during the 30 day period.
  - a) A defective covered part will be replaced with the same part or substantially similar.
  - b) Warranty is void if part has been misused, damaged by negligence or altered by anyone other than a GBC agent.
- 3) Costs incurred for shipping of defective part during warranty period will be covered by GBC.
  - a) All shipping costs including returning defective parts to GBC and sending a replacement for that warranty part will be the responsibility of GBC.

### **Return Policy**

- 1) Non-electrical parts:
  - a) New, unused non electrical parts are fully returnable up to 30 days after customer's receipt of initial delivery.
  - b) All non-electrical parts must be in good condition to receive a refund or exchange.
  - c) Customer is responsible for cost of return shipping to GBC plus a 20% restocking/processing fee.
  - d) All shipping costs for an exchanged part to GBC and sending the replacement for that exchanged part back to the customer is the responsibility of the customer.
  
- 2) Electrical parts:
  - a) New, unused electrical parts may be exchanged for the same part or substantially similar part within 30 days of customer's receipt of initial delivery. GBC will not make any refunds for electrical parts.
  - b) No refunds or exchanges will be given for used electrical parts.
  - c) Customer is responsible for cost of return shipping to GBC.
  - d) All shipping costs for an exchanged part to GBC and sending the replacement for that exchanged part back to the customer is the responsibility of the customer
  
- 3) A Return Material Authorization (RMA) number is required from GBC for all returns or exchanges and must accompany any returned part(s). Returned parts without an RMA number will not be accepted. \* To obtain a Return Material Authorization number (RMA) please contact 1-800-723-4000.



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- 4) Any damage to parts due to shipping should be reported immediately to the shipping company. GBC is not responsible for parts broken during shipping.
- 5) If a parts order is cancelled after it has been shipped to the customer and it is still in transit, the customer must pay all applicable freight charges and restocking/processing fees. Parts must be returned back to GBC at customer's expense before a credit is issued.