



REQUEST FOR RETURN

1261 Balmoral Road
Cambridge, ON Canada
N1T 1C4

Toll-Free **1.877.526.6848** • Phone **519.624.1996**
Fax **519.740.3276** • **sales@gvdirect.com**

Date: _____ R.A. # (office use only) _____

Original Invoice Number: _____

Customer: _____

Contact: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Returning Product Code: _____ Qty: _____

Description: _____

Reason for Return: _____

Shipping and 20% restocking fee may apply.
Your authorization will be issued within 1 business day. Authorization is valid for only 30 days from Issued date.

WARRANTY / DEFECTIVE PRODUCT RETURN POLICY

It is our policy to provide credit to any customer for an item under warranty received from our company which has a defect in manufacturing so long as the Serial Number / Batch number, Customer Name and a copy of the Return Authorization issued by GVDirect Inc. personnel are clearly attached to product packaging and defective product is received by GVDirect Inc.

Once it has been determined for certain that the defect is a manufacturing defect and nothing else, a Return Authorization will be issued by our company and product containing manufacturing defect can be returned at GVDirect Inc. expense via GVDirect Inc. desired method only (in some cases a photo may be sufficient and we could advise customer just to discard defective product). Items must be packaged sufficiently for safe arrival.

If customer requests a new unit be sent out prior to GVDirect Inc. receiving the defective unit (via above instructions), a new invoice will be created and credit will be issued upon receipt of the defective unit and claim is deemed to be valid.

NOT SUITED" PRODUCT RETURN POLICY

It is our policy to provide credit to any customer for an item "Not Suited" to the Customer received by our company in original packaging, unused and in 100% re-saleable condition within 60 days of invoice date so long as the Return Authorization issued by GVDirect Inc. personnel accompanies the product.

"Not Suited" goods are subject to a 20% re-stocking fee (unless otherwise agreed in writing) which will be deducted from credit / refund to Customer and must be delivered to GVDirect Inc. via prepaid method (at customer expense).