

Genetec™ RMA and Hardware Warranty Guide

General Information and Guidelines

1. General information

This is a step-by-step guide to obtain warranty services and to return hardware sold by Genetec Inc. For more information about warranties, RMAs, and applicable conditions, please see the [Genetec™ Hardware Warranty Overview](#).

2. Steps

1. Gather the following information:

- Part number
- Serial number
- System ID (if available)

2. Contact Genetec Inc. to request an RMA to return the unit:

- If the unit is defective, contact Genetec™ Technical Support.
 - Customers with Genetec™ Advantage coverage: Live support is available during business hours over the phone and through our online chat services on the [Genetec™ Technical Assistance Portal \(GTAP\)](#).
 - Customers without Genetec™ Advantage coverage: Open a case via the Genetec™ GTAP portal. Include "RMA Request" in the case title so our team can easily identify these requests.
 - To find the GTAC phone number and business hours in your region, see the [Genetec Technical Assistance Center](#) section of the Genetec website.
- If the unit is not defective, contact the Genetec™ RMA Team.
 - You can submit the request by email to rma@genetec.com.
 - If the return is accepted, you will receive an RMA form with instructions by email within 24 hours.
Please do not return any units without the RMA form.

3. Return the unit to Genetec Inc. or to the vendor.

- If the return is not due to an error by Genetec Inc., the customer is responsible for shipping costs required to return the unit(s).
- You must print the RMA form and send it back with the unit.
- The RMA number must be written on the outside of the package.
- The tracking number must be emailed to rma@genetec.com.

- Genetec Inc. or the vendor must receive the unit within 30 days. After this period, the RMA will be voided. Note that units shipped to the customer as part of the 'advanced replacement' warranty will be invoiced to the customer immediately and will be credited if the damaged unit is returned within 30 days of the RMA creation date.
- *Please return only the items listed on the RMA.*
- *Please return to the address provided on the RMA.*

4. Genetec Inc. inspects the items and, if required, returns the unit(s) to the customer.

- Before returning the item, verify that the part number and the serial number are identical to the information you provided, and that they match the information on the RMA form.
- **Non-defective unit returned for credit**
The unit must be in its original and undamaged packaging, with all components. Genetec Inc. has the right to refuse the credit if the unit is not in its original sealable condition. *A restocking fee is charged for units returned for credit*, as per Schedule A of the [Genetec™ Hardware Warranty Overview](#).
- **Unit under warranty returned for repair**
When the damage is not deemed to be the result of abuse or mishandling by the customer, the unit will be repaired or replaced with a functional refurbished product or with a new unit at the sole discretion of Genetec Inc. Genetec Inc. is responsible for all shipping charges to return the repaired unit to the customer.
- **Unit not under warranty or unit under warranty with damage deemed to result from abuse or mishandling by the customer**
At its sole discretion, Genetec Inc. will determine if the unit can be repaired. Repair and return costs will be charged to the customer as per Schedule A of the [Genetec™ Hardware Warranty Overview](#).
- **Advanced replacement**
If the damage is not deemed to be the result of abuse or mishandling by the customer, no fee is charged for the replacement unit provided by Genetec Inc. Otherwise, the replacement or repair cost will be charged as per Schedule A of the [Genetec™ Hardware Warranty Overview](#).

3. Customer responsibilities

- Return the unit(s) within 30 days.

Failure to do so will void the RMA. Units shipped to the customer as part of the 'advanced replacement' warranty will be invoiced to the customer immediately and will be credited if the damaged unit is returned within 30 days of the RMA creation date.

- Return the unit(s) in good condition.

Failure to do so may result in Genetec Inc. voiding the RMA request and to apply additional fees.

- Follow the instructions and return only the items listed on the RMA.

Failure to do so may result in Genetec Inc. voiding the RMA request.

- Contact the Genetec™ Technical Support team before returning defective units.

For units returned without an RMA, an inspection charge will be applied as per Schedule A of the [Genetec™ Hardware Warranty Overview](#). This charge will apply whether the unit is repaired or not. The unit may be returned to the sender without being repaired. Freight costs will apply.

- If the unit is deemed to have been mishandled, abused, or used for purposes other than intended, the warranty will not apply.

Advanced replacement units are invoiced at full price and repair costs will be charged as per Schedule A of the [Genetec™ Hardware Warranty Overview](#).