

## Information Required to Request a Returns Authorization ("RA"):

To request a Returns Authorization, you will need to provide the following information:

- Invoice Number
- Order Number
- GDI Part Number
- Reason for Return
- Serial Number (if the product being returned is serialized)

## Hours of Operation:

GDI's Return Authorizations are available for your convenience from 7:00 a.m. until 3:30 p.m. Monday through Friday except holidays. Call 775-345-8000 or e-mail to [traffic@sgdi.net](mailto:traffic@sgdi.net) to obtain an RMA.

## Returns Shipping Information:

If the Returns Authorization is approved, once you have obtained the Return Authorization, please return the product with the Return Authorization number on the outside of the shipping box to:

**GDI Communications LLC**  
**280 I-80 West Exit 1**  
**Verdi, NV 89439**  
**RA#**

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## Basic Returns Guidelines

All product returns must meet GDI's return policies in order for GDI to issue a Returns Authorization. Provided GDI has return rights with its manufacturers/suppliers, GDI only accepts the return of products that fall within one of these categories **within THIRTY (30) DAYS from the date of GDI's invoice:**

- **Factory Sealed (in fully resellable condition - i.e. no stickers, markings, etc.)**
- **Defective or Dead on Arrival (DOA)**

**IF GDI DOES NOT HAVE RETURN RIGHTS TO THE MANUFACTURER,  
THE PRODUCT IS NON-RETURNABLE.**

Types of returns that you can request from GDI Customer Service:

- **Replacement returns of products damaged on arrival (DOA)** - If you have a COD account, GDI ships the replacement product as soon as the damaged product is received.
- **Cross-Shipment returns of DOA products** - If you have a net-terms open account, GDI ships the replacement product immediately; you ship the damaged product, and the packages cross in transit.
- **Credit returns of undamaged products** - Credit returns may be available depending on a variety of conditions. You ship the product; when it is received, GDI credits your account. Custom-configured products cannot be returned for credit unless authorized by GDI.

Products returned for any reason other than Dead on Arrival (DOA), Defective, or Open – Non Defective, **must be in resalable condition (no stickers, etc.), complete and unused, and the outer seal must not have been opened or re-taped.** Product boxes that have been opened or re-taped are not eligible for return and will be refused and returned back to the customer unless previously authorized by GDI.

All eligible returns will receive a Credit that will be issued at current pricing or original purchase price, whichever is lower, for use toward future purchases.

For your Returns Authorization to be issued and honored, your Accounts with GDI must be current.

**Products Returned Without a Valid Returns Authorization:** Products not authorized for return shall be defined as "overgoods." Overgoods may be returned to you at your expense or GDI may, in its sole discretion, issue a credit for the last purchase price, or the current price or the cost of goods less a **15 percent handling fee**. GDI will not be liable for any loss or damage to overgoods.

**Custom Orders/Products Returns Not Allowed:** Unless otherwise agreed upon, all orders that require configuration or assembly of product to meet customer specifications are non-cancelable and may not be returned to GDI. These orders are custom built to meet a specific customer's need and may not be canceled. The customer is responsible for the full payment of the order once a purchase order has been sent to GDI.

**Additional Products Not Eligible for Returns:**

- End-of-Life Products
- Original Equipment Manufacturer (OEM) Products

**Refusal of Orders:** Refused orders may be subject to a cancellation fee. Call Customer Service at 775-345-8000 before refusing any shipment. Failure to call Customer Service may result in credit refusal, and products will be returned to you at your expense.

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## Returns Shipping Guidelines

For GDI to process your return in a timely manner, please review the information and follow the procedures outlined below:

- Use the original manufacturers' boxes and packaging.
- Package all returns to prevent damage in transit.
- Use shipping labels on cartons being returned.
- All returns must have an RA number printed on the return shipping label.
- Do not write addresses or RA numbers on the outside of the manufacturers' boxes. Products must be in resalable condition to receive credit.
- All returns must be unused and include all components, accessories, cables, software and manuals in the original shipment.
- All returns must be received by GDI within **15 days** from the date the RA number is issued. RA numbers are only valid for **15 days**.
- Returns must be shipped freight pre-paid.

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## Dead on Arrival (DOA) / Defective Returns

Provided GDI has return rights with its manufacturers/suppliers, GDI will accept the return of products as long as the RA is issued within **THIRTY (30) DAYS from the date of GDI's invoice**. Products that are inoperable at first use are eligible for a DOA return depending upon the manufacturer's returns policy. Certain manufacturers may require that all DOA and defective products be returned directly to them, or they may limit the return time frame after purchase.

***Manufacturer returns policies are subject to change without notice.***

In accordance with manufacturer policies, GDI will make reasonable efforts to exchange DOA and defective products. All original packaging, components, accessories, software and manuals must be included with returned DOA and defective products. DOA and defective products returned incomplete may be assessed a charge for the missing items or returned to you at your expense.

If you have a DOA or defective product, please call our Customer Service department at 775-345-8000.

**Technical Support:** When necessary, our Technical Support department will assist you in reviewing the manufacturer's installation procedure to rule out incompatibility. Often, by offering expert technical information, they can help you avoid the time and expense of returning a product.

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## Sealed Product Returns

Provided GDI has return rights with its manufacturers/suppliers, GDI will accept the return of Sealed Product Returns products as long as they are returned within **THIRTY (30) DAYS from the date of GDI's invoice**.

**All products must have been purchased from GDI and your account with GDI must be current.**

To qualify for sealed product returns, products must be in resalable condition in new, clean (without stickers, markings or other attachments), unopened, undamaged, original manufacturer packaging. All products must be returned with all original components, accessories, software, manuals and registration cards.

**Non-Compliant Factory Sealed Returns:** All factory sealed returns that are not received in resalable condition may be subject to a 15% restocking fee or returned to you at your expense. GDI will charge you a minimum of 50 cents per item for cleaning up and shrink-wrapping sealed product returns. Factory sealed product returns received in a damaged box will be assessed a rebox fee of \$35. Credit will be issued at current pricing or original purchase price, whichever is lower, for use toward future purchases.

**Discontinued/Obsolete Products:** Manufacturers reserve the right to limit factory sealed returns on discontinued items.

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## Freight Damage Guidelines

In order for GDI to process your Freight Damage claim quickly and efficiently:

- Contact GDI Customer Service at 775-345-8000 within 15 Days of the date of delivery to report the claim.
- Provide Customer Service with condition of the product, contact name and phone number where package is located. (Address must be the same as the address where the product was delivered.)
- UPS/Federal Express should inspect and/or pick up the damaged package, leave a call tag, pick up receipt and return the product back to GDI within 3-5 business days. Please keep this receipt for your records in case the product is not returned to GDI.
- In the event that the inspection does not take place, or your product is not picked up within 5 business days of your initial call, please contact GDI Customer Service at 775-345-8000.