



RMA number

Customer Name

Phone

E-mail

Address

Address (Line 2)

City

State

ZIP Code

Ship Replacement(s)

Customer

Dealer

Product 1 / Part #

Description

Qty

Product 2 / Part #

Description

Qty

Comments

GWS USA Warranty Policy and Merchandises Return Instructions:

The Policy:

Section 1: GWS USA warrants GWS products to be free from defects at the date of purchase. These conditional warranty does not cover any component or parts damaged by misuse or modification.

Section 2: In that GWS has no control over the final assembly, no liability shall be assumed nor accepted for any damage resulting from use or misuse by the user of the final assembled products, the user accepts all resulting liability.

Section 3: For all GWS Batteries and Motors, those will not be applied to any conditional warranty and with no grace period; GWS will be only liable for the original defective ones upon shipping to your location. Any defective battery or motor will be resulted in an exchange via your claims during the three business days after you received ones. A deliver slip may be request from you for any exchange claim to GWS USA.

Section 4: Any Styrofoam materials products will solely apply to the defective exchange rule without any warranty and grace period provided. The claims period shall be within 3 business days after you received ones. A shipping slip and photo picture may be requested to the process.

Section 5: All GWS products except from Section 3 and Section 4 will be with a 30-day conditional warranty. All returns require a "Return Merchandise Authorization (RMA)" which can be obtained by contacting GWS. No returns of any type will be accepted without an RMA Form and will be returned to the sender. (Details please see RMA process.)

Section 6: If it is determined that the product has been repaired or reworked by unauthorized persons or persons other then GWS factory authorized the conditional warranty will be void without exception. This Section will apply to all the GWS products.

Section 7: All sent in packages shall be inspected upon received by GWS USA. All claims for damaged products must be made with the carrier within 3 days of the receipt of the package except Section 3 and Section 4.

Section 8: All defective items must be processed through the manufacture or the distributor of the product. All returning items must be in new, saleable condition. They must have original packing material, manuals and accessories.

GWS reserves the right to change or modify this warranty without notice.

RMA request contact information:

E-mail: Service@gwsus.com

Phone: 1- (909) 332-2929 | 1- (909) 946-7676

Fax : 1- (909) 946-4979

The Procedure:

1. Any RMA request by clients, please contact GWS USA via email at service@gwsus.com or phone call (909) 332-2929 before any product shipping back.
2. After get the approval from GWS USA, you will be given an RMA number. Please send the specified product back with a completed RMA form and the copy of purchasing receipt which will not be over 30 days warranty period.
3. Upon received the packages from clients, GWS USA RMA department will check the copy of receipt first. If the package is without copy of receipt or out of warranty, the request will be put as a pending status and clients will be informed so. An exception for the receipt requirement will be accepted only under the prior written permission by GWS USA.
4. GWS USA will under his discretionary judgment makes decision the service charge, if any, and process steps for RMA requests. The decision will be informed to clients in timely manner.
5. If everything is under the RMA rules, RMA department will take appropriate action either to make an exchange or repair the specified products then send back products to clients.
6. If everything is under the RMA rules, RMA department will take appropriate action either to make an exchange or repair the specified products then send back products to customers. Customers will receive an email once the items are received and the return has been processed.
 - If you elected to receive Store Credit for your refund you will receive a gift certificate email and that credit will be automatically be applied to your next order.
 - If you elected for a refund back to your original form of payment please allow 5-7 days for it to show on your credit card or bank statement. Paypal refunds should appear on your PayPal account within 1 business day. Please allow for reasonable shipping time, as well as 3-5 days for our return processing time. Returns without a valid RMA number will not be accepted.
7. All clients are liable to the cost to ship any RMA request to GWS USA.
8. **GWS USA WILL BEAR THE COST TO SHIP BACK THE REPLACEMENT OR REPAIR PRODUCTS TO CLIENTS; HOWEVER, IT WILL BE ONLY LIMIT TO LOW 48 STATES OF USA WHICH ARE NOT INCLUDING Alaska, Hawaii, Guam, Puerto Rico. FOR ALL OTHER AREAS WHERE ARE NOT IN LOW 48 STATES OF USA, CLIENTS MAY BE CHARGED THE SHIPPING COST FOR RMA REQUESTS.**
9. Please write down your RMA number on the package and ship it to:
GWS USA Service sept.
2114 Porterfield Way, Upland, CA 91786