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POLICY FOR RETURNED MERCHANDISE

Dear Customers,

In order to serve you more efficiently, and to effectively handle a larger volume of business transactions, we have proceeded in restructuring our claims and returns department.

We hereby wish to inform you of our new policy for credits and warranties relative to products acquired at G2S Equipment U.L.C.

Before returning any merchandise to G2S Equipment, please **fax your form** to the Claims and Returns Department to obtain a return goods authorization number (R.G.A. number). **This step is important in obtaining your credit or warranty.**

RETURNING NEW, NEVER BEEN USED MERCHANDISE

When returning new, never been used merchandise that are still in their original package, you will need to complete the “*Return of New Merchandise*” form. Please note that a 15% handling charge may be applied on the item when the invoice number is not mentioned in the “Return of New Merchandise” form.

RETURNING DEFECTIVE MERCHANDISE

When returning defective items, please complete the “*Defectives*” form. Except for merchandise that have a lifetime warranty, G2S Equipment U.L.C. requires you to fill in the original invoice number on the form in order for us to proceed with the repair or replacement of the defective product.

Please be advised that we now require defective merchandise to be packaged *separately* from new merchandise returns.

Please note that additional handling charges may be applied when merchandise is returned to G2S Equipment without a R.G.A number or the above mentioned forms. Transport charges could also be applied depending on the situation.

This procedure has been established with the intention of facilitating the credit and warranty giving process, allowing the department to become more structured and more efficient, therefore, serving you better. For your convenience, these return forms can be downloaded from our web site: **www.g2sequip.ca**.

I thank you for your understanding and cooperation, and will be glad to answer any questions or concerns you may have regarding this matter. Customers dealing with our Edmonton warehouse may contact Mr. Doug Redge for any assistance.

Sincerely,

Sue Douglas
Claims and Returns Department