



AUTOMOTIVE
HEAVY-DUTY
INDUSTRIAL

POLICY FOR RETURNING MERCHANDISE

Dear Client,

In order to serve you more efficiently, and to effectively handle your returns, please take note of our Returns Policy.

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.

Note: Transportation on all returned merchandise must be prepaid.

RETURNING DEFECTIVE MERCHANDISE

When returning defective items, please complete the “**Defectives**” form. Except for merchandise that have a lifetime warranty, G2S Equipment 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 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 an RMA number or the above mentioned forms.

Note: Transportation on all returned merchandise must be prepaid.

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.g2sonline.ca**.

I thank you for your understanding and cooperation, and will be glad to answer any questions or concerns you may have.

Sincerely,

Claims and Returns Department

(514) 683-8665 (option 5)

1-800-361-2592 (option 5)

support@g2sequip.ca

www.g2sonline.ca

MONTRÉAL (Head Office)

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