



## Product Return Policy

General Computer Technology (“GCT”) encourages prospective customers to explore all of TeleCraft’s features and capabilities before placing an order. Our Sales force is glad to help our prospective customers to identify their needs and thus greatly reduce the probability of returning equipment back the GCT.

Therefore, GCT’s policy is not to authorize any return.

In the rare instance were a return is necessary, these guidelines must be followed:

1. Equipment damaged in transit must be reported to GCT within 3 days from receipt.
2. No returns allowed after 30 calendar days from the date the equipment is shipped from GCT.
3. Customer must contact GCT to receive an RMA number.
4. The equipment must be un-damaged (except as described in #1 above).
5. Customer must retain all original packaging material and pack the equipment properly to prevent shipping damages.
6. All documentation must be in brand new condition and in resalable condition.
7. All accessories, cords, cables, manuals, warranty cards, etc. must be included.
8. The equipment must be shipped to an authorized location given by GCT, freight prepaid.
9. Credit will be issued to the customer within 30 days after receipt of equipment.
10. GCT to charge a 15% restocking fee (except as described in #1 above). Shipping charges are not refundable.

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