

Return Authorization



SAMSUNG | GVI Security Return Authorization Form (RA)

Call 888-595-2288 for warranty information or assistance with this form.

Please read the SAMSUNG | GVI Security Limited Warranty and follow RA instructions carefully, or warranty services and/or shipment will not be honored!

Requests for RA must be submitted by completing this form in its entirety, signed and faxed to 972-245-7333. If equipment was purchased from a company other than SAMSUNG | GVI Security, Proof of Purchase and date must be faxed back with this form. Once you have received your RA number, you will have 30 calendar days within the US, and 45 days internationally to return the product from issue date.

ALL RETURNS:

- *Must* obtain an assigned RA# by calling SAMSUNG | GVI Security - RA Department at 888-595-2288
- *Must* have correct product shipped to its corresponding service address below (shipment refusal will result)
- *Must* include a copy of this completed RA request form (RA# must be assigned by SAMSUNG | GVI Security)
- *Must* specify Purchase Order ID and Date of Purchase (if not directly purchased from SAMSUNG | GVI Security)
- *Must* include all original power cords—software CDs—manuals—etc. (25% restocking fee on credits or replacements)
- *Must* visibly reference the RA number on the outside of the box (shipment refusal will result)
- *Must* be shipped in original packaging (or equivalent)

SHIP ALL SAMSUNG | GVI Security PRODUCTS TO:

SAMSUNG | GVI Security
C/O RA Department
2801 Trade Center Dr – Suite 120
Carrollton, TX 75007

ask for Service Centers in your area Canada—Brazil—Mexico—Colombia

Company: _____ Account# _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____
Model: _____ Qty: _____ Serial No.: _____
Company Purchased from (if other than SAMSUNG | GVI Security): _____
Purchase Order ID: _____ Date of Purchase ID: _____

Please check one:

- Credit (Less than 120 days from the original date of shipment (invoice date) from Samsung | GVI Security)
 Warranty replacement (Less than 120 days from the original date of shipment (invoice date) from Samsung | GVI Security)
 Warranty Repair (Beyond 120 days from original date of shipment (invoice date) for the remainder of the 3 year warranty period with exception of VCR's)
 Charged Repair (More than 3 years or more than 1 year on VCR heads and related assemblies from invoice date)

Please check one or more of the following:

- Lightning damage No power No video Error Message Will not record No picture No Audio No playback

We cannot repair or correct a problem without a valid explanation. Please explain specific reason for return

Other _____

"I have read and understand the SAMSUNG | GVI Security Limited Warranty"

Signature: _____ Date: _____
Print Name: _____
Your RA # is: _____
Date Issued: _____

Information contained in this document is subject to change without notice. Call SAMSUNG | GVI Security or visit www.samsung-security.com for the latest warranty and RA information.



SAMSUNG | GVI Security

2801 Trade Center Dr., Suite 120 • Carrollton, TX 75007 • Toll Free: 888-595-2288 • Fax: 972-245-7333 • www.gviss.com

v04.10.08

Warranty



SAMSUNG | GVI Security

NEW EXPANDED 3 YEAR LIMITED WARRANTY, effective with shipments made on and after April 1, 2008

NEW PROFESSIONAL PRODUCTS*

SAMSUNG | GVI Security, at its discretion and in accordance with the terms described below, will exchange a new SAMSUNG | GVI Security product(s) at no charge or credit the original invoice upon the proper return (see below) of the product(s) to SAMSUNG | GVI if found defective for the first 120 days from the original date of shipment (Invoice Date) from SAMSUNG | GVI Security. Beyond 120 days from original date of shipment (Invoice Date), SAMSUNG | GVI Security will repair at no charge, defective component(s) of a new SAMSUNG | GVI Security product(s) for the remainder of the three (3) year warranty period with the exception of VCR's, for the remainder of one (1) year from the original date of shipment from SAMSUNG | GVI Security.

REFURBISHED PROFESSIONAL PRODUCTS*

SAMSUNG | GVI Security warrants all refurbished SAMSUNG | GVI Security products purchased to be free from defects in material or workmanship and at its discretion, will repair or exchange the defective product(s) according to the terms of this Limited Warranty. All refurbished SAMSUNG | GVI Security products are warranted for a period of one (1) year from the original date of shipment (Invoice Date) from SAMSUNG | GVI Security.

RETAIL DO-IT-YOURSELF (DIY) SURVEILLANCE SYSTEMS, are no longer warranted

SAMSUNG | GVI Security discontinued selling DIY (Do-it-yourself) retail products effective September 2006 and all warranty obligations have expired and are no longer valid. If you have purchased a DIY product after September 2006, please contact the seller you purchased the DIY products from.

***PROCESS and REQUIREMENTS for RETURNING PRODUCTS**

To make a request for credit, replacement or claim for service under this Limited Warranty the original purchaser must obtain a Return Authorization Number (RA#) from SAMSUNG | GVI Security and return the SAMSUNG | GVI Security product, shipping prepaid, in the original shipping container (or equivalent) assuming the risk of loss or damage in transit. The assigned RA# must be clearly marked on the outside of the shipping container, and all original power cords, software, manuals, etc. must be included. A written receipt/invoice for the SAMSUNG | GVI Security product, showing the date of purchase, dealer's name, and both the model and serial numbers of this product must accompany any request for credit, replacement, or claim for work to be performed under this Limited Warranty. SAMSUNG | GVI Security RA # will be honored domestically for 30 days and internationally for 45 days from date of issue. All RA's outstanding after this time period will be cancelled.

NO PROBLEM FOUND or PARTS MISSING FROM RETURNED PRODUCTS

If a product is returned to SAMSUNG | GVI Security for replacement or repair and no problem is found the purchaser will be billed a \$50.00 fee for inspection as well as all associated freight charges. Any product that is returned to SAMSUNG | GVI Security for replacement or credit without all original power cords, software CDs, manuals, etc. will be charged a 25% restocking fee of the invoice price and the purchaser will only receive partial credit.

LIMITED WARRANTY TERMS AND CONDITIONS

This Limited Warranty shall not apply if the product has damage due to abuse, misuse, misapplication, accident, acts of God, terrorism or as a result of service or modification by any other than an authorized SAMSUNG | GVI Security Service Center. THERE ARE NO EXPRESSED WARRANTIES OTHER THAN THOSE DESCRIBED ABOVE. NO WARRANTIES WHETHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL EXTEND BEYOND THE RESPECTIVE WARRANTY PERIOD DESCRIBED ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

SAMSUNG | GVI Security SHALL NOT BE RESPONSIBLE OF LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSS ARISING FROM THE USE OF THIS PRODUCT. Some states do not allow the exclusion or limitation or incidental or consequential damages, so the above exclusion may not apply to you. Additional information on obtaining service under Limited Warranty is available by contacting the SAMSUNG | GVI Security distributor or dealer from whom the product was purchased or by contacting SAMSUNG | GVI Security directly at 888-595-2288 or 972-245-7353.

This Limited Warranty applies to all SAMSUNG | GVI Security products. However, the procedure for obtaining service may vary outside the continental United States. Contact your SAMSUNG | GVI Security distributor or dealer for warranty service information. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.



SAMSUNG | GVI Security

2801 Trade Center Dr., Suite 120 • Carrollton, TX 75007 • Toll Free: 888-595-2288 • Fax: 972-245-7333 • www.gviss.com

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Extending Return Form List

Must be completed in its entirety, signed and faxed back to 972-245-7333

No.	Quantity	*Purchase order number	Model	Serial Number	Problem
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
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17.					
18.					
19.					
20.					

Notes:

