

Gelu Warranties

Standard and Extended Warranties include Advanced Replacement.

Gelu's product quality is guaranteed by the longest standard warranty in the industry. Advanced Replacement* means your equipment is replaced before you ship your warranty equipment back to Gelu. Your equipment is automatically registered with Gelu at time of purchase.

Standard Warranty and Support

Four-year warranty covering parts and workmanship includes Advanced Replacement.* The longest Standard Warranty available

Standard warranty begins on shipment date.

24/7 Support

*Available on all North American sales.

Extended Warranty and Support

Add up to Three years of Extended Warranty and Support for 10% of product list price per year.

That's up to 7 years of Warranty and Support. The longest Extended Warranty available.

Additional:

If product has been marked end of life, it will be replaced with a comparable product.

Reliability you can count on :

Warranty + Service	Term Total	Pricing	Coverage
Standard	4 Years	Free	100% parts and workmanship 24/7 Support
Extend one year	5 Years	10% of list price	100% parts and workmanship 24/7 Support
Extend additional year	6 Years	10% of list price	100% parts and workmanship 24/7 Support
Extend final year	7 Years	10% of list price	100% parts and workmanship 24/7 Support

Warranty cost is determined by the manufacturer's list price and product shipment date. Warranties can be purchased at the time of initial product sale or 30 days prior to Warranty expiration date.

Return Merchandise Authorization (RMA) Process

The RMA Procedure is used for Warranty and non-Warranty returns to Gelu Systems.

When a customer experiences a problem with a Gelu Systems hardware product first call Technical Support to receive a support ticket.

Technical Support will work to diagnose the problem.

If the problem cannot be resolved, remotely, an RMA number will be issued.

If the product is not under standard or extended warranty the customer will be charged for material and labor.

The customer is responsible for damage caused by improper packaging or handling.

The RMA number should be included with equipment.

Gelu Systems Standard Terms and Conditions apply to all service and support and can change without notice.

The term "defect" shall mean the Product fails to operate or fails to meet its specifications. All Warranty claims made pursuant to this Agreement shall be made in writing by Purchaser. Purchaser shall comply with Gelu's Standard Return Merchandise Authorization ("RMA") procedure for all warranty claims.

Gelu reserves the right to investigate warranty claims to resolve the problem or to determine whether the claim is proper. If after repeated efforts Gelu is unable to repair or replace a defective Product, then Purchaser's exclusive remedy and Gelu's entire liability shall be the payment by Gelu of Purchaser's actual damages after mitigation, and shall not exceed the purchase price actually paid by Purchaser for the defective Product.

Gelu shall have no responsibility or liability for any Product that has been damaged by or subject to improper installation or operation, misuse, or has become defective or inoperative due to its integration or assembly with any equipment or products not supplied by Gelu. Unauthorized repair, modification or alteration by anyone other than Gelu will void this warranty.

Except as set forth in this standard limited warranty which shall be amended from time to time, Gelu makes no warranties, express or implied including without limitation, any warranties of fitness for a particular purpose, use, or merchantability.