



VISIT WEBSITE



SUBMIT RMA FORM



SHIP PRODUCT



FAILURE ANALYSIS

1. USE TROUBLE SHOOTING GUIDE AT:

http://gel-usa.com/pdf/CT_TroubleShootingGuide_05082014.pdf

1. COMPLETE RMA FORM AT:

<http://gel-usa.com/pdf/RMA.pdf>

2. TAKE PHOTOS OF ISSUE

3. RETURN COMPLETED FORM TO: RMA@GEL-USA.COM

4. UPON RECEIPT OF FORM » GLOBAL WILL ISSUE RMA#

1. UPON RECEIPT OF RMA NUMBER, CAREFULLY PACKAGE RMA PRODUCT

» GLOBAL IS NOT LIABLE FOR RETURN SHIPPING DAMAGE

2. INCLUDE RMA FORM IN BOX

3. MARK RMA NUMBER ON EACH BOX*

4. SEND TRACKING NUMBER TO GLOBAL

*AN RMA WILL NOT BE ACCEPTED WITHOUT RMA MARKED
ON EACH BOX

1. GLOBAL ENGINEERS COMPLETE ANALYSIS

2. GLOBAL WILL REPORT FINDINGS

3. ACTION BASED UPON WARRANTY

<http://gel-usa.com/pdf/warranty.pdf>