



**RETURN AUTHORIZATION FORM (RA)**

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

Please read the GVI Security Limited Warranty for GVI and SAMSUNG products 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 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 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 GVI Security)
- Must specify Purchase Order ID and Date of Purchase (if not directly purchased from 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 GVI Security and SAMSUNG PRODUCTS TO:**

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 GVI Security): \_\_\_\_\_  
 Purchase Order ID: \_\_\_\_\_ Date of Purchase ID: \_\_\_\_\_

- Credit (Less than 120 days from the original date of shipment (invoice date) from GVI Security)
- Warranty replacement (Less than 120 days from the original date of shipment (invoice date) from 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:**

- No power  No video  Error Message  Will not record  No picture

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

Other \_\_\_\_\_

**“I have read and understand the GVI Security Limited Warranty”**

Signature: \_\_\_\_\_  
 Print Name: \_\_\_\_\_  
 Your RA# is: \_\_\_\_\_  
 Date Issued: \_\_\_\_\_

Information contained in this document is subject to change without notice. Call GVI Security or visit [www.gviss.com](http://www.gviss.com) for the latest warranty and RA information.

# GVI PRODUCTS LIMITED WARRANTY

## **Money Back Guarantee!**

If our products do not meet your needs, you may return the product for a full refund within the first 120 days from shipment (North America customers only). In order to qualify for this guarantee please call tech support (888)595-2288 for assistance. See below for details...

## **autoIP™ NETWORK PRODUCT LINE**

### **autoIP™ Software**

GVI Security, at its discretion and in accordance with the terms described below, will exchange at no charge or credit the original invoice if GVI is unable to satisfactorily resolve a software defect that is reported to and confirmed by the GVI Technical Support Team. The offer of exchange is valid within 120 days from the date of license activation. Beyond the first 120 days from license activation, the software is supported by the applicable service plan. In the event a credit is issued for the return of autoIP™, the right to use the software is immediately terminated.

### **autoIP™ Dell NVR Servers**

GVI Security, at its discretion and in accordance with the terms described below, will exchange at no charge or credit the original invoice upon the proper return (see below) of product(s). This offer is valid for hardware and software defects that are reported to and confirmed by the GVI Technical Support Team. The offer of exchange is valid within 120 days from the original date of shipment (Invoice Date). autoIP™ Dell hardware related issues are supported by a 3 year Dell Pro-Support service plan.

### **autoIP™ Cameras**

GVI Security, at its discretion and in accordance with the terms described below, will exchange at no charge or credit the original invoice upon the proper return (see below) of product(s) to GVI Security and if products are found defective within the first 120 days from the original date of shipment (Invoice Date) from GVI Security. If product failure occurs beyond 120 days from original date of shipment (Invoice Date), GVI Security will repair at no charge, defective component(s) of the product(s) for the remainder of the three (3) year warranty period.

## **NEW PROFESSIONAL ANALOG PRODUCTS**

GVI Security, at its discretion and in accordance with the terms described below, will exchange at no charge or credit the original invoice upon the proper return (see below) of product(s) to GVI Security if products are found defective for the first 120 days from the original date of shipment (Invoice Date) from GVI Security. If product failure occurs beyond 120 days from original date of shipment (Invoice Date), GVI Security will repair at no charge, defective component(s) of the product(s) for the remainder of the three (3) year warranty period.

## **REFURBISHED PROFESSIONAL PRODUCTS**

GVI Security warrants all **refurbished** 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** GVI Security products are warranted for a period of one (1) year from the original date of shipment (Invoice Date) from GVI Security.

## **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 GVI Security and return the GVI Security product, shipping prepaid, in the original shipping container (or equivalent). In the event an advance replacement is provided by GVI Security during the first 120 days of warranty, a purchase order must also be submitted for the replacement product(s) referencing the RA# for return of the defective product(s). Advance replacement products will be invoiced when shipped and credited when the defective product(s) is returned. If the defective product(s) is not returned within 15 days, the advance replacement invoice including freight is due for payment. 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. Upon receipt of the returned product(s), GVI Security will verify that the product falls within the warranty period based on serial number. If the product is found to be defective, 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 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 GVI Security for replacement or credit without all original power cords, software CDs, manuals, etc. will incur a 25% restocking fee of the invoice price to the customer, and the customer will 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 GVI Security Service Center. This warranty does not cover damage which occurs in shipments to and from GVI Security. It is the recipient's responsibility to verify carton count and any discrepancies before departure of the carrier. 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 GVI Security distributor or dealer from whom the product was purchased or by contacting GVI Security directly at 888-595-2288 or 972-245-7353.

This Limited Warranty applies to all GVI Security products. However, the procedure for obtaining service may vary outside the continental United States. Contact your 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. GVI Security reserves the right to change or modify this warranty prospectively at any time.

# SAMSUNG PRODUCTS LIMITED WARRANTY

## **Money Back Guarantee!**

If our products do not meet your needs, you may return the product for a full refund within the first 120 days from shipment (North America customers only). In order to qualify for this guarantee please call tech support (888)595-2288 for assistance. See below for details...

## **NEW PROFESSIONAL PRODUCTS**

GVI Security, at its discretion and in accordance with the terms described below, will exchange at no charge or credit the original invoice upon the proper return (see below) of Samsung product(s) to GVI Security if Samsung products are found defective for the first 120 days from the original date of shipment (Invoice Date) from GVI Security. If product failure occurs beyond 120 days from original date of shipment (Invoice Date), GVI Security will repair at no charge, defective component(s) of the product(s) for the remainder of the three (3) year warranty.

## **REFURBISHED PROFESSIONAL PRODUCTS**

GVI Security warrants all refurbished Samsung 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 products are warranted for a period of one (1) year from the original date of shipment (Invoice Date) from GVI Security.

## **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 GVI Security and return the Samsung product, shipping prepaid, in the original shipping container (or equivalent). In the event an advance replacement is provided by GVI Security during the first 120 days of warranty, a purchase order must also be submitted for the replacement product(s) referencing the RA# for return of the defective product(s). Advance replacement Samsung products will be invoiced when shipped and credited when the defective product(s) is returned. If the defective product(s) is not returned within 15 days, the advance replacement invoice including freight is due for payment. 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. Upon receipt of the defective Samsung product(s), GVI Security will verify that product falls within warranty period based on serial number and if defective. 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 Samsung product is returned to 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 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 Samsung 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 GVI Security Service Center. This warranty does not cover damage which occurs in shipments to and from GVI Security. It is the recipient's responsibility to verify carton count and any discrepancies before departure of the carrier. 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 GVI Security distributor or dealer from whom the Samsung product was purchased or by contacting GVI Security directly at 888-595-2288 or 972-245-7353.

This Limited Warranty applies to all Samsung products. However, the procedure for obtaining service may vary outside the continental United States. Contact your Samsung products 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. GVI Security reserves the right to change or modify this warranty prospectively at any time.

**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.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					

Notes: