



## Dealer Technical Support & Repair Procedures

\*\*\*\*\* Garmin will send only REFURBISHED devices as a replacement. \*\*\*\*\*

### CONSUMERS

If your consumer has a technical question or would like to have the device repaired:

- Please have the consumer contact Product Support at:
  - **800-800-1020** or [E-mail Product Support](#)
- Please provide the serial number, and a brief description of what is wrong with the device.

### RETAILERS

If the Retailer has a technical question or would like to act on behalf of the consumer in getting the device repaired:

- Please contact Dealer Product Support at:
  - **866-418-9438** or [E-mail Dealer Tech Support](#) ; **RETAILERS ONLY**
- **Garmin Dealers:** Please have your Garmin account number available.
- **Resellers:** If they ask for an account number, let them know that you are a Reseller.
- Please provide the serial number, and a brief description of what is wrong with the device.
- If an RMA has been issued please write the following address with the RMA # and Dock Door # clearly on the box being returned:

**Garmin International**  
RMA #: \_\_\_\_\_ Dock Door # \_\_\_\_\_  
1200 East 151st Street  
Olathe, Kansas 66062

- Only return the device (no other accessories).
- Please make sure you keep a copy of the RMA # issued and package tracking number for future reference.

## Return Procedures

\*\*\*\*\* **Within the first 30 days, we ask that all Retailers exchange the product with a brand new device and return the non-working device for credit and replacement.** \*\*\*\*\*

### RESELLERS (Purchased through your Distributor)

Please contact your Distributor where you purchased the device.

Garmin will not exchange any products directly with the reseller; this must be done through the Distributor.

### DIRECT DEALERS & DISTRIBUTORS

If the dealer or distributor would like to return a defective unit(s) for a credit while still under warranty:

- Please contact your Garmin inside sales representative or regional sales manager by email.
- Provide the serial number, and a brief description of what is wrong with each device.
- If you would like a replacement device shipped immediately, please place an order with your sales rep.
- Once an RMA has been issued please write the following address with the RMA # and Dock Door # clearly on the box being returned:

**Garmin International**  
RMA #: \_\_\_\_\_ Dock Door # \_\_\_\_\_  
1200 East 151st Street  
Olathe, Kansas 66062

- Return all of the pieces with each device to receive full credit.
- A credit will be issued to the account once the device(s) and all the accessories have been received by our warehouse.
- Please make sure you keep a copy of the RMA # issued and package tracking number for future reference.

*Garmin reserves the right to change these policies without notice.*

## **1 Year Consumer Limited Warranty Policy**

Garmin's non-aviation products are warranted to be free from defects in materials or workmanship for one year from the date of purchase. Within this period, Garmin will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible for any transportation cost. This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by service performed by anyone who is not an authorized service provider of Garmin; or (v) damage to a product that has been modified or altered without the written permission of Garmin. In addition, Garmin reserves the right to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country.

Garmin's navigation products are intended to be used only as a travel aid and must not be used for any purpose requiring precise measurement of direction, distance, location or topography. Garmin makes no warranty as to the accuracy or completeness of map data.

Repairs have a 90 day warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original one year warranty, depending upon which is longer.

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

IN NO EVENT SHALL GARMIN BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE, OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

Garmin retains the exclusive right to repair or replace (with a new or newly-overhauled replacement product) the device or software or offer a full refund of the purchase price at its sole discretion. SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

To obtain warranty service, contact your local Garmin authorized dealer/retailer or call Garmin Product Support for shipping instructions and an RMA tracking number. Securely pack the device and a copy of the original sales receipt, which is required as the proof of purchase for warranty repairs. Write the tracking number clearly on the outside of the package. Send the device, freight charges prepaid, to any Garmin warranty service station.

Online Auction Purchases: Products purchased through online auctions (this does not apply to purchases made on [www.garmin.com](http://www.garmin.com)) are not eligible for warranty coverage. Online auction confirmations are not accepted for warranty verification. To obtain warranty service, an original or copy of the sales receipt from the original retailer is required. Garmin will not replace missing components from any package purchased through an online auction.