



Warranty Policy

Customers should first contact their place of purchase to determine the reseller's warranty policy. GCIG warranty will take effect after the expiration of reseller's policy. GCIG Inc warrants its products for a period of one (1) year from the original date of purchase. Warranty is valid only with proof of purchase. Warranty does not apply to defects or failures of product caused by; neglect, misuse, negligence, accident, abuse, mishandling, misapplication, alteration, modification, power outage, unauthorized/unreasonable use, or any uncontrollable environmental damage.

Returns & Refunds

For any return, customers should first contact their place of purchase to determine the reseller's return policy.

A Return Material Authorization (RMA) number must be obtained in advance by contacting a customer service representative via email at Support@GCIG-US.COM or by telephone, 1(833) 930-3700.

Merchandise returned to GCIG must have an RMA number displayed on the box and a copy of your proof of purchase inside the package.

Absolutely no refund after 30 days of purchase from GCIG. A restocking fee of 15% will be deducted from any refund, ask representative for further details. Refund policy for US only.

Exchange & Replacement

No upgrades or exchanges for different models or SKU's. One (1) Year limited manufacturer's warranty for exchange of product due to malfunction, failure or defect, missing parts or components. Exchanges will be for the same item, model and/or SKU, within one (1) year of original purchase date.

A Return Material Authorization (RMA) number must be issued by GCIG prior to returning any product or part. To obtain an RMA, please contact GCIG via email at Support@GCIG-US.COM or call 1(833) 930-3700 and a team member will provide you with the RMA.

Shipping & Costs

Customer will be responsible for shipping costs of merchandise sent to GCIG. Please consult a GCIG customer service representative for details.



When shipping any item to GCIG, please consider using a trackable shipping method, and do not forget to insert a copy of your approved RMA form in the package (*It's advisable to keep a copy for your records as well*). GCIG cannot be held responsible for lost or misdirected shipments.

Exchanged and returned products must be sent to:

GCIG

ATTN: RMA Department

1715 E. Grevillea Ct

Ontario, California 91761

Contact & E-mails

Tech Support & Returns Authorization Department: Support@GCIG-US.COM

or simply contact us at Tel. 1(833) 930-3700

OPEN BOX AND REFURBISHED POLICY

Open Box / Refurbished Warranty Disclaimer

Open Box or Refurbished merchandise are products that have been purchased and delivered to other customers, and then returned to GCIG Xtrempro. Open Box or Refurbished products are sold considerably under cost. GCIG Inc Xtrempro has inspected and tested all Open Box products and Refurbished Items for a series of checklist functionalities. Due to the varying quality of products returned to GCIG Inc Xtrempro, GCIG Inc Xtrempro makes every attempt to supply the original accessories for Open Box products and/or Refurbished products standing by our guaranteed that our professional technicians have revised all contents of the product, accessories may or may not be included.

Bear in mind that your open box product may not contain cables, adaptors, manuals, CDs, drivers, fans, etc., in Addition Refurbished products may exhibit cosmetic imperfections as a result of its having been previously opened. Nonetheless GCIG Inc Xtrempro will send you any missing accessory required in order to properly make use of all the product's advertised functions and attempt to describe the products condition to the best of our ability.

In the event that you still wish to return your product, here are a few important things you should know:



- You may return your Open Box and/or refurbished products up to 21 days from the date of the purchase. GCIG Inc Xtrempro will not accept any returns for refunds after the 21st date of purchase under any circumstances.
- Restocking Fees may apply: Unless the product is defective or the return is a direct result of a GCIG Inc Xtrempro error, a restocking fee of 15% may be charged on your complete order and/or unopened sealed package. Customer is responsible for postage cost when returning any product(s) you've purchased online on any Open Box or Refurnished item purchase that is been returned for the following service/refund/exchanges/replacements.

Open Box and Refurbished Standalone Policy

GCIG Inc Xtrempro warrants its Open Box and Refurbished products for a period of 6 months from the original date of purchase. Warranty is valid only with proof of purchase. Warranty does not apply to defects or failures of product caused by; neglect, misuse, negligence, accident, abuse, mishandling, misapplication, alteration, modification, power outage, unauthorized/unreasonable use, or any uncontrollable environmental damage.

Proof of Purchase will be required in order to file a claim or RMA. Failure to provide proof of purchase will void coverage. Open Box and Refurbished products purchased more than 6 months ago are not eligible for service/refund/exchanges/replacements.

Shipping & Costs

Customer will be responsible for shipping costs of merchandise sent back to GCIG. Please consult a GCIG customer service representative for details.

When shipping any item to GCIG, please consider using a trackable shipping method, and do not forget to insert a copy of your approved RMA form in the package (*It's advisable to keep a copy for your records as well*). GCIG cannot be held responsible for lost or misdirected shipments.

Exchanged and returned products must be sent to:

GCIG

ATTN: RMA Department

1715 E. Grevillea Ct

Ontario, California 91761

Contact & E-mails

Tech Support & Returns Authorization Department: [**Support@GCIG-US.COM**](mailto:Support@GCIG-US.COM)

or simply contact us at Tel. 1(833) 930-3700.