



Return Merchandise Authorization (RMA), Return Goods Auhtorization (RGA), and Repairs - Terms and conditions:

1. Customer agrees to GEM Systems contacting them in regards to the RMA / RGA request.
2. There is a minimum charge of \$165 CAD for out of warranty repairs. The minimum setup and evaluation charge covers time spent on diagnostic testing to evaluate instrument performance, etc.
3. GEM Systems attempts to provide an accurate Repair Estimate; but unforeseen issues may be identified during the actual repair process, which may result/require changes to the repair in progress. If this event occurs, a GEM Systems representative will be contact, provide updated details, and confirm how you'd like to proceed.
4. Repair, service or other work will not commence until signed approval is received.
5. Instruments will be inspected upon delivery - abuse, impacts, or excessive damage may not be covered under warranty.
6. Customer attempting to repair GEM Systems devices, or using non-approved replacement parts, without GEM Systems's written permission, may void warranty.
7. Customer is responsible for shipping and insurance cost to/from GEM Systems (even if the Repair/Estimate is rejected and/or deemed non-repairable). If applicable, import charges or storage fees will also be forwarded to the customer.
8. It's recommend that all shipments be insured (instrument value) for freight, transportation or equivalent. If Customer proceeds to not insure, then they accept all responsibility and risks involved with shipping and agree that GEM Systems is not responsible for Lost, Stolen, or Damage (direct or indirect) during shipment process.
9. Its recommended that Customer take pictures of all equipment being sent to GEM Systems, and generate accurate packing lists which can be used to verify/cross-validate the shipped items arrive as intended.
10. Customer will be notified upon the receipt of goods, in case any damage due to poor packaging occurs in transit. Good will be returned in the same packaging they arrive in, unless otherwise arranged. Additional charges may apply for supplying and/or replacing inadequate packaging.
11. GEM Systems is not responsible for data loss on any equipment returned for repair and/or service. The customer is responsible for data-offload and backing up files/data prior to shipment. Special note - There is no guarantee that files/data can be received from non-operational/functional equipment.