



Generonix - Repair and Return Process

GENERONIX provides information regarding product support in the literature shipped with its products and on its web site at www.generonix.com. The literature includes the toll free Customer Support phone number (866) 464-4693. Note that this policy is subject to change without notice. For current Repair and Return policy contact GENERONIX.

1. If a Customer suspects a GENERONIX product is faulty they should contact Generonix Customer Support. GENERONIX will determine if the unit is under warranty. If GENERONIX Customer Support determines that a repair is needed or equipment needs to be inspected at GENERONIX location, they will provide the Customer a Repair Material Authorization (RMA) number that will be used to track and bill the return and repair of the equipment.
2. GENERONIX provides a RMA Request Form on its web site that the Customer must fill out and print. A copy of the RMA Request Form must accompany any equipment that is returned to GENERONIX. The customer is urged to include any relevant gathered information in the RMA Request Form including all available details regarding the failed unit, including the Serial Number, Unit type, Customer identity, Circumstances of failure, Repair Urgency, etc. The RMA number must be included on the RMA Request Form and on the ATTN: line on the address label.
3. If the Failed Unit is under warranty GENERONIX will bill the Customer for shipping only. GENERONIX reserves the right to ship a replacement unit rather than repairing the customer unit.
4. Equipment under warranty that is returned to GENERONIX for repair, but not found to be defective or requiring repair, is subject to a US \$100 testing and handling charge as well as the cost of shipping.
5. Out-of-warranty repairs will be made at an hourly rate of \$60 per hour plus parts, shipping and handling.
6. Repaired units will be return shipped to customers within 72 working hours of Failed Unit receipt.
7. If found un-repairable a replacement Unit will be shipped within 72 working hours of Failed Unit receipt.
8. The Customer should verify any/all charges at time of RMA issuance before returning the equipment to GENERONIX.

Repairs must be mailed to the address listed below. Customers must include the RMA number on the package label when returning equipment to GENERONIX just beneath the address as illustrated below.

GENERONIX Inc.
ATTN: Support RMA# _____
620 Park Ave.,
PMB 113,
Rochester, NY 14607

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