



Genfare Repairs is Rolling out a New Process

Beginning April 4, 2016, Genfare will launch a Return Merchandise Authorization (RMA) process. We ask that all clients adhere to the below guidelines so that repairs can be processed more quickly and efficiently. All items received after April 4th will be held until an RMA is generated for the order.

Call Customer Service



Before sending your parts in for repair, please contact your Customer Care Representative. We will immediately create a repair order including all the necessary information.

Print RMA



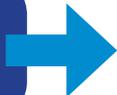
A copy of the RMA (labeled "Repair Order") will be sent to you. It will include an estimated delivery time, based on when the parts are received at Genfare.

Prepare Shipment



Include a copy of the Repair Order in the box. Please write the 5-digit Repair Order number clearly and prominently on the outside of the box. If you have assigned a PO to the order, please include a copy of your PO as well. This will help us ensure that the repair is handled quickly and accurately. Visit www.ups.com/packaging for packaging tips.

Ship to Genfare



Ship the parts back to Genfare, to the attention of 'Repairs,' or 'Warranty' if the parts are expected to be under a valid warranty. When the shipment is received, it will be checked for accuracy against the Repair Order. If additional clarification is needed, we will contact you.

To expedite a repair: If needed, you can expedite your order for an additional fee of 25% of the repair cost, with a minimum fee of \$40. Expedite requests are prioritized in the order they are received.

To check the status of a repair: Contact your Customer Care Representative for a status update. All outgoing shipments from Genfare are shipped UPS Ground, unless otherwise requested.

Questions? Customer Care is here to help! Call us direct at 847.871.1234.

Ship to address:

Genfare
Attn: Repairs or
Attn: Warranty
Repair Order #
800 Arthur Avenue
Elk Grove Village, IL 60007