

# Return Merchandise Authorization (RMA) Process

Genfare has a Return Merchandise Authorization (RMA) process for repairs, warranty repairs, and returns. We ask that all Genfare customers follow the processes outlined below to ensure the request is processed accurately and efficiently.

## Call Aftermarket Parts Rep

Before sending your parts for repair, please contact your Aftermarket Parts Representative at 847.871.1234. We will provide a pricing estimate that will require authorization before the shipment can be sent to Genfare.

## Authorize Repair

For all non-warranty repairs, we will need a customer authorization on file. This authorization can be provided in two formats: PDF copy of a Purchase Order or a signed copy of the RMA document.

## Prepare Shipment

The following items should be included in your shipment to Genfare: properly packaged parts ([www.ups.com/packaging](http://www.ups.com/packaging) for tips), printed copy of the RMA document, and a printed copy of your Purchase Order or signed RMA paperwork. Please write the Repair/Return Order Number clearly and prominently on the outside of the box.

## Ship to Genfare

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

## Revise Purchase Order

We may need you to provide an updated PO or a signed copy of the updated RMA document, once a Time & Material repair order has been evaluated. If an updated authorization is needed, a Genfare representative will reach out to you to provide the updated pricing.

**To expedite a repair:** If needed, you can expedite your order for an additional fee of 25% of the final 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 Aftermarket Parts Representative for a status update. All outgoing shipments from Genfare are shipped UPS Ground, unless otherwise requested and authorized.

**Questions?** The Genfare Aftermarket Team 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