

## RMA Policy

A Return Material Authorization (RMA) number must accompany all returns. Please use the RMA Request Form to request an RMA number.

## Product Warranty:

General Photonics warrants that standard products will be free from defects in materials or workmanship for a period of one year from the date of shipment. A product found to be defective during the warranty period will be repaired or replaced, at no charge, at General Photonics' option.

If a problem is found, please contact General Photonics at (909) 590-5473 or [support@generalphotonics.com](mailto:support@generalphotonics.com). You will be provided with a problem report form. Please complete the form with as complete a description of the problem and the conditions under which it occurred as possible. An RMA Request Form is also available on our website. If the product is found to require factory repair, General Photonics will issue an RMA number for the return. Please label the product clearly with the RMA number. Failure to follow this procedure may delay the evaluation and repair of the product.

The above warranty specifically excludes products that have been repaired or modified by non-manufacturer-authorized personnel, products with a broken warranty seal or opened enclosure, and damage caused by misuse, abuse, improper storage or handling, or acts of nature. Damage caused by inadequate packaging while shipping a returned product to General Photonics is also excluded from the warranty. This warranty is in lieu of all other warranties, expressed or implied. General Photonics will not be liable for any indirect or consequential damages or losses resulting from the use of its products