

Non-Returnable Items: Items without GCTVS receipt, Items past its warranty date. Non-defective items after 14 days of purchase even though if within warranty period.

Returnable Items: Items with GCTVS receipt and within 14 days of purchase.

If your order arrives damaged. You must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the original box for an immediate arrangement for a carrier inspection and pick-up of the damaged merchandise. If you do not notify GCTVS of the/these damaged goods within the first 10 days of delivery, the regular return policy will override any claim of damage, and your purchase(s) will fall under all current manufacturer restrictions. In the case of verified damaged shipments, GCTVS will credit or refund to you the costs of the item.

Defective products. GCTVS warranty for the period stated on your receipt would be honored for all defective items. Original shipping, handling and any processing charges are **not** refundable. Shipping charges on returned software are the responsibility of the customer. If the customer has an outstanding fee with GCTVS such as storage fees, fees for software repairs, or any other fees apart from any money owing to the 3-month layaway plan, then all warranties will be not be rewarded until such payments are made to the company. A complete refund excluding the Original shipping, handling and any processing charges can be granted to all customers holding invoices for defective products up to 14 days after the purchased date. After these 14 days non-defective products cannot be returned for any refund. After the 14th day GCTVS will serve all warranties by replacing defective parts as we see fit. In cases where a product must be returned to the manufacturer for repair, then the invoice holder is not entitled to a temporary replacement product.

Non-Defective Products. All late, non-defective and/or incomplete returns are subject to a 15% restocking fee as outlined below. All late, non-defective and/or incomplete returns will be refunded 75% of the lower of either the purchase price or current product price, less any other fees (whole or part thereof) owed to GCTVS. All original packaging material including box/es, manuals and padding of any kind (that was originally in the box) must also be made present upon return. Opened software is not returnable. However, unopened software maybe returned for refund or exchanged within 30 days of invoice date.

A minimum restock fee of 15% may be applied to products returned as defective that test to be operational upon return.

This Storage fee applies to all items not reclaimed from GCTVS for product/s not collected within 5 days of notification. GCTVS operates 7 days a week hence it includes weekend days in the 5-day grace period.

Warranty

The Warranty of your product will always be written by GCTVS sales representative on delivery of your product that you purchased

Diagnostic Fee:

Any item tested by GCTVS and found not faulty will be subject to a diagnostic fee as determined by GCTVS at the time of diagnostic. If customer fails to pay diagnostic fee for an item not bought or under warranty from GCTVS, then GCTVS shall hold the item until such payments are made. If the product is under warranty from GCTVS and the client refuses to pay the diagnostic fee upon return of the product then the warranty tied to the returned product will be made void upon delivery.