

## **PROCEDURE FOR PRODUCT RETURNS**

**This procedure forms part of, and is to be read in conjunction with  
Geo-Con's Conditions of Sale**

### **PURPOSE:**

The purpose of this procedure is to ensure that all service, repairs, modifications and warranties are carried out timeously to Customers specified requirements, or within Geo-Con's Warranty Conditions, whichever is applicable.

### **REFERENCES:**

- Standard Service Form
- Order Confirmation

### **PROCEDURE:**

1. The customer is to contact Geo-Con and obtain a Standard Service Form (SSF) - this can also be downloaded from our website or [click here](#)
2. The faulty item should then be returned to Geo-Con for evaluation together with the completed SSF. The evaluation will generally be completed within a week.
3. If the equipment has to be assessed/repaired on site, a Purchase Order will be required to this effect prior to Geo-Con going out to the site where the equipment is situated.
4. If a replacement, or loan item is required before any returned products have been inspected and assessed a Purchase Order will be required for the replacement/loan items, prior to them being despatched. A credit will be provided once the replaced/loan items have been returned to Geo-Con in the condition in which they were sent to the customer.
5. If the fault is deemed to fall within the warranty conditions, it will be repaired or replaced and returned to you, in which case a purchase order would be required to cover the freight costs.
6. Note : Geo-Con cannot be responsible for where the equipment is located and all freight charges will be for the customers account (this is also applicable in the case of items deemed to be covered by our warranty).