

	<div style="text-align: right;"> Contact Home </div>
Products	<h2>RMA & Technical Service</h2>
About GP Electric	
Tech Help	Call: 1-866-247-6527 Email: repairs@gpelectric.com or contact your sales rep
<ul style="list-style-type: none"> · Generic Inverter Issues · Installation Guides · RMA & Technical Service · Warranty Procedures 	
GP Reseller	<h2>Warranty Procedures</h2>
	<p>Before you send back equipment that is covered by manufacturer's warranties, first contact your sales representative and discuss what the problem is and what might be causing it. Often your sales rep can troubleshoot the problem over the phone, by suggesting that you change a setting or make an adjustment, to solve the problem.</p> <p>If the unit needs to be returned, Go Power! Electric Inc. will issue an Return Merchandise Authorization (RMA) number. We fill out a form so that it can be matched with your product when it is delivered back to us. The RMA number MUST be clearly indicated on the outside of the box. You must also include a statement or note about what the problem is and when it occurs; this will give our technicians some clues to help their diagnosis.</p> <p>Any product returned must be freight prepaid. Go Power! Electric Inc. will repair or replace the product at no charge, subject to proper approvals from the manufacturer. The product will then be returned to you with an invoice for the freight, which Go Power! Electric Inc. "pre-pays" on your behalf, to allow you to take advantage of our lower shipping rates with couriers and trucking companies.</p> <p>Any product that needs to be returned to the factory for repairs will be forwarded to the manufacturer as required. When the product is returned to Go Power! Electric Inc. from the factory, we will forward it to you and invoice your account for any freight and/or brokerage fees associated with the repair of the product. Freight and/or brokerage fees are not covered by manufacturers nor by Go Power! Electric Inc. However, we will gladly process the appropriate paperwork and work with the manufacturers to see that your product is returned as soon as possible. If you have any questions, please contact your sales representative or email repairs@gpelectric.com.</p>

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