



2234 Industrial Drive, Stockton, CA 95206 (209) 234-7300 Fax (209) 234-8420

Please read our service policy below:

Non-Warranty Repairs: For all non-warranty issues the bench rate is \$75.00 per hour plus parts and shipping. We will diagnose and report back to you. If you choose not to go with the recommended repair, or there is no trouble found, a \$30.00 diagnostic fee will be applied along with the return freight charge. All repairs left unclaimed for 30 days will be subject to a storage fee of \$2.50 per day. ALL REPAIRS REQUIRE A VALID CREDIT CARD ON FILE, NUMBER AND EXPIRATION DATE ONLY. WE ACCEPT M/C, VISA, & AMX. WE DO NOT ACCEPT DISCOVER CARD. ALL NON-WARRANTY REPAIRS WITHOUT CREDIT CARD INFORMATION ON FILE WILL BE REFUSED.

Note: Older models may not be repairable due to obsolete components. Therefore, replacement parts may not be available.

Warranty Repairs: Defective parts will be repaired or replaced free of charge. Be sure to include a copy of the original purchase receipt. The \$30.00 diagnostic fee is applicable to warranty repairs if no trouble is found, however we will ship the unit back to you at our expense.

Packaging: Be sure to package the unit securely in approved packaging (box with foam). Please do not ship in road case or transport containers, or GK will package container and charge a seperate freight charge upon return. GK is not repsonsible for damage sustained in transit. If the packaging is unacceptable for return shipment GK will re-package in an original box with hard foam insulation in order to assure a safe return. Non-warranty repairs will be charged \$10.00 for this service. **Be sure to keep your power cord and all accessories. GK is not responsible for lost accessories, and will not send replacements under any circumstances.**

Please complete this form and submit by fax, email, or U.S. Mail and we will reply with a Return Authorization (RA) number authorizing your repair. Unless otherwise instructed you must ship your package within two weeks from the date RA was issued by GK. Your RA will be voided after 14 days from issue date. Be sure to print the RA number clearly on the outside of the box. Packages sent to GK without the RA number printed clearly on the outside of the box will be refused. If you have any questions concerning factory repairs, please contact us at (209) 234-7300 or by email: support@gallien.com

Name

Street Address

City, State, Zip

Phone (s)

E-mail address

Credit Card Number (Non Warranty Only) Exp. Date Sec. Code

Model Serial Number

Purchase Date

Statement of Problem