



Return and Warranty Policy Statement

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Introduction

This *Return and Warranty Policy Statement* applies to GE Security equipment purchased directly from GE Security. If you did not acquire the GE Security equipment directly, return the equipment to the place of purchase.

As all statements herein are subject to change, please check our website at www.gesecurity.com for the latest policy.

If you have questions about this policy, contact the appropriate customer service center.

Effective date of this policy: June 1, 2008.

Returning GE products

Before you can return any product to GE Security, you must obtain a return material authorization (RMA). This applies to all product returns, including warranty repair/replacements, nonwarranty repairs, advance replacements, and credit returns.

To obtain an RMA, contact the appropriate GE Security customer service center (see [Customer service centers](#)) for your product, and have the product and the following information ready:

- Original PO number (not required for distribution partners)
- SKU/part number
- Serial number

Customer Service will provide you with an RMA number and an RMA acknowledgment form that confirms your request.

Once you have the RMA, repackage the product appropriately (see [Packaging your shipment](#) on page 2) and attach the RMA acknowledgment form on the outside of the package. Then send the product to the return location given by the customer service center.

All products must be returned freight prepaid within 30 days of obtaining an RMA. We reserve the right to cancel the RMA after 30 days. If you fail to return the product within the 30 days, please contact Customer Service to get a new RMA.

We will not accept unauthorized returns or freight collection returns; we will return these to you at your expense.

If a returned product contains parts that are no longer available or repairable, we will contact you to discuss resolution and return of the material.

The repair department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination.

Note: Dealer, distributor, and integrator return and warranty policies may vary. Consult your GE Security program agreement, if applicable, or contact your local GE Security sales representative for details.

Customer service centers

CommerceGuard Cargo Security office

- Phone: 888.514.8273 (US)
+1 503 589 8776 (international)
- Fax: 503.589.8677
- E-mail: comguard@ge.com

Edwards Fire office

- Phone: 800.655.4497
- Fax: 888.378.8778
- E-mail: est.rma@ge.com

Edwards Signaling office

- Phone: 800.336.4206
- Fax: 800.454.2363
- E-mail: customerservice.signaling@ge.com

International Fiber Systems (IFS) office

- Phone: 203.426.1180
- Fax: 203.426.3326
- E-mail: sales@ifs.com

Latin America office

- Phone: 305-593-4301
- Fax: 305-593-4300
- E-mail: InfraSecCustomerService.LatinAmerica@ge.com

Security Boca Raton office

- Phone: 888 GE Security (888.437.3287)
- Fax: 561.998.6232
- E-mail: rs-bctorderentry@ge.com

Security Tualatin office

- Phone: 888 GE Security (888.437.3287)
- Fax: 503.691.7566
- E-mail: gesecuritycustserv@ge.com

Warranty repair/replacements

Subject to the terms of the limited warranty in effect at the time of purchase, GE Security will repair or replace a product that fails to meet the terms provided, within the product's warranty period. The actual warranty period starts from either a) the date of shipment from GE Security's facility (point of origin) or b) the manufacturer's date code (if the shipment date is unknown). Warranty periods vary based on product category and type of equipment, as shown in *Table 1* on page 2.

For all warranty repairs, GE Security will cover parts and labor. We will return equipment via the same incoming ship method at no additional charge. If you request a different return ship method, we will charge for the full shipping cost.

Nonwarranty repairs

Nonwarranty repairs are granted an extended warranty of 90 calendar days for all products except for fire products, which are granted an extended warranty of one year.

For all nonwarranty repairs, GE Security will provide you with a repair estimate that includes charges for parts, labor (in half-hour increments), and all shipping. Repair charges may be based on a flat rate or parts and labor, and will vary based on actual equipment and condition. You may pay for nonwarranty repair charges by purchase order or credit card.

Note: Nonwarranty restrictions do not apply to IFS equipment.

Advance replacement

Advance replacement products are new or like-new refurbished products and carry a full original equipment warranty. GE Security will send advance replacement product to replace defective equipment that has failed upon initial install for up to 270 days from the original date of shipment and up to 365 days for video and other select equipment. We will ship advance replacements via ground the next business day. (In emergencies we may ship replacements by air.)

Our repair department will evaluate the returned product to determine whether it is a warranty or nonwarranty replacement and bill you accordingly. We will invoice advance replacements at shipment and credit you upon receipt of the defective product. If we determine, however, that the returned product is in good working order or that performance issues were due to improper installation, misuse, abuse, or other user-related causes, we will issue no credit and you will remain responsible for paying the invoice.

Note: Advance replacement is not available for custom products.

Credit returns

GE Security will refund or credit new, standard production items that are unused and in the original unopened shipping cartons for a period of 60 days from the original date of shipment. All returned merchandise is subject to a 20% restocking fee. Products that have failed upon initial install within 270 days from the date of shipment (or date of manufacture if shipment date is unknown) may be returned for credit without a restocking fee. (Products purchased as part of a kit must be returned through [Advance replacement](#).)

As with advance replacements, if we determine that the returned product is in good working order or that performance issues were due to improper installation, misuse, abuse, or other user-related causes, we will issue no credit and you will remain responsible for paying the invoice.

You may return fire-related merchandise for credit up to 365 days from the date of shipment or invoice, but any returned product is subject to a 25% restocking fee if your credit request comes more than 60 days after the original ship date.

You must use credit within one year of the date of issue.

Note: Credit is not available for custom products.

Refurbished B-stock products

GE Security occasionally offers select products for sale as B-stock—units that have been used in the field and refurbished. B-stock and advance replacement products—though they may come from the same pool of products—are covered by different warranty conditions and durations. Refurbished products come with a one-year limited warranty.

Packaging your shipment

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
- All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
- External packaging must be sufficient to protect the contents from the usual hazards of shipping.

Product warranty periods

Table 1 lists warranty durations for most GE security equipment, sorted by category. All warranty periods start from the date of shipment from GE Security's facility or point of origin.

For items that do not appear in Table 1, contact Customer Service or your sales rep for the applicable policy.

Table 1. Product warranty periods

	Product	Warranty
Access	Proximity readers	Lifetime
	Cards (minimum 10 cards for return)	5 years
	Manufactured hardware	2 years
	Magstripe cards	1 year
	Topaz, Diamond, Sapphire, Alliance, other software products	1 year
Cargo	CommerceGuard hardware and software products	1 year
Fire	Fire alarm control panels	3 years
	Heat and air duct detectors	3 years
	Heat detectors	3 years
	Notification appliances	3 years
	Pull stations, fire stations	3 years
	Smoke detectors	3 years
Healthcare	Manufactured hardware	3 years
	Computers, file servers, monitors, touchscreens	1 year
	Pillow speakers, call cords, remote controls	1 year
	All custom items	1 year
	Fuses, lamps, batteries	None
Home	Smart ConnectionCenter sheet metal parts and wire	40 years
	Smart ConnectionCenter passive modules and components	5 years
	Smart ConnectionCenter powered modules and components	3 years
	SmartCom modules, components, and controls	1 year
Intrusion	Hardwired contacts, hardwired sensors	5 years
	Wireless sensors	2 years
	Security controls	2 years
Video	IFS fiber optic products	Lifetime
	Fiber Options fiber optic products	5 years
	Digiplex, traditional cameras	3 years
	DVMRe Triplex, DVMRe Pro, SymDec, SymSafe, StoreSafe, Digia II, VideoIQ, ProBridge	3 years
	Digia I	3 years ^a
	CyberDome	3 years
	Legend and Accord PTZ cameras	2 years
	Monitors (traditional, LCD, MobileView)	1 year
Voice	Manufactured hardware	3 years
	Computers, file servers, monitors, touchscreens	1 year
	Remote controls	1 year
	Fuses, lamps	None
Other	Edwards Signaling products	2 years
	GE-branded third-party OEM (original equipment manufacturer) product	OEM warranty
	B-stock products	1 year

a. Digia I digital video recorders have a one-year warranty on hard disk drives. All other components are warranted for three years.