

Customer Warranty Claim Submission Procedure

Requirements for a successful claim:

- Completed Customer Warranty Claim Report form for each part to be submitted to the GPT warranty department via email to rma@gpt.co.za Cc maritzam@gpt.co.za
- Claims to meet standard GPT terms and conditions
- Claim report to be send via email prior to part being delivered or shipped

All claims require the following:

- Customer warranty claim report to be completed in full
- Customer details (name, contact person, contact details)
- Date of defect
- Date submitting form to RMA Department
- Machine -types and serial numbers
- Return detail (customer delivering/sending with courier/ other)
- Customer to provide GPT Po and invoice number if available
- Full description of noticeable fault or error occurred
- Please indicate error code if visible
- Assure part are securely packed to avoid in transit damage
- Customer to arrange delivery of faulty items to GPT at own cost
- Delivery must include all items and be clearly marked : For Attention RMA
- Notification will be sent to customer on progress/status of claim by RMA dep
- Customer to collect /arrange courier for collection of replacement/repaired unit

Items to be sent to:

Global Currency & Payment Solutions
8 Saturn Crescent
Frankenwald
Linbro Park
2065
Att: RMA Department
086 1111 GPT/ 086 1111 478 / rma@gpt.co.za

Regards
Maritza Nel
RMA Inventory Controller & Co-ordinator

Global Payment Technologies

| | | | |
|--|-------------------------|-----------------------|----------------|
| Tel : +27 11 997 6600 | Physical Address | Postal Address | Vat No |
| Fax : +27 11 608 0454 | 8 Saturn Crescent | P.O. Box 76708 | 4310227840 |
| Email : sales.info@gpt.co.za | Frankenwald | Wendywood | Reg No |
| www.gpt.co.za | Linbro Park 2065 | 2144 | 1991/003768/07 |