

JCM 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 and sylviam@gpt.co.za,
- Claims to meet standard GPT terms and conditions
- Claim report to be send via email prior to part being delivered

All claims require the following:

- JCM 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
- Model-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 GPT Workshop
- 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

(Andre 079-872 0046 Andre.Oosthuizen@jcmglobal.eu)

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