

Policies and Procedures

Repair

FREE EVALUATIONS

If you have a product in need of repair and it is not listed on our website, give us a call. If we do not have your item on file, chances are good that we have repaired a similar item in the past. We offer free, no obligation evaluations. Simply send in your product with any available documentation and schematics. We will inspect the product for serviceability at no charge and quote you before any repair work begins.

Our repair capabilities are constantly expanding. On a daily basis our service coordinators add new products to our vast and ever-increasing list of repairable items. Our technical staff is continually evaluating the latest products introduced to the market for serviceability.

STRINGENT TESTING PROCEDURES

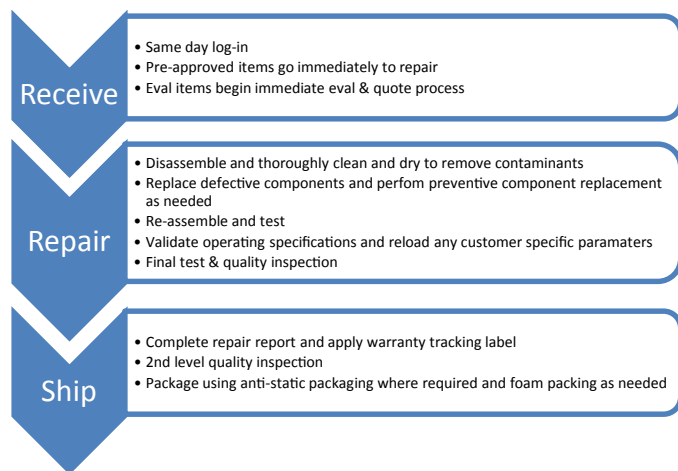
Each and every repair that we handle is thoroughly tested to ensure that your equipment comes back to you in perfect working order. Our repair process is designed and developed to provide testing conditions that are sometimes more strenuous than those that would be experienced in the field. It is our goal to go well beyond the conditions under which your equipment would normally operate. As a final measure, we subject every repair to an extensive series of quality checks to ensure that every repair reflects the highest quality of workmanship available in the industry.

This unwavering commitment to you is part of our definition of service... and exceptional service is what places us in a class above the rest.

18 MONTH WARRANTY

Galco offers one of the most comprehensive warranty policies available in the industry. The entire unit you send us is covered under our "bumper-to-bumper" warranty for 18 months. Every repair is tracked and you will be notified if your unit is received within the warranty period. While we are proud of our warranty policy, we rarely have a need to discuss these terms with you. Simply put, we go to great extremes to make sure that you never need to make use of our warranty procedures.

REPAIR PROCESS



CUSTOMER REPAIR UPDATES

We recognize and understand the importance of keeping you informed on any updates in the status of your items being repaired. It is this continual communication that allows us to work together with you to guarantee that all of your repair needs are met in a timely manner. Our goal is to exceed your expectations. For this reason, we have developed a number of innovative and functional mechanisms to keep you informed of the progress of your repairs.

Online Customer Portal

The online customer portal provides status information on the progress of your repair. You may log in to our online customer portal to check the status of your repairs. You can obtain a log-in by contacting customer service (800) 575-5562 or email sales@galco.com

Weekly In-House Repair Status Reports

You will receive a weekly report detailing all repair items. This report gives you important information including the current status of your repairs and their due date.

Repair Tracking System & Email Confirmation

Upon arrival, each repair is checked in and assigned a unique tracking number. If the repair has been pre-approved, you will be sent an email to confirm receipt of your assembly and to provide you with the scheduled completion date of the repair. If the item has not been preapproved for repair, you will be emailed a repair quote including the estimated turnaround time.

Repair Status Monitoring

Our team of service coordinators is on hand to answer any questions you have throughout the repair process. They are continually monitoring the progress of your repair using our state-of-the-art computer tracking system. If you ever have a question about a repair, please don't hesitate to call us. Repair tracking is also available online through our customer portal at www.galco.com. We are always happy to answer any questions that you may have.

REFURBISHED, NOT JUST REPAIRED

We will refurbish the entire unit you send to us, not just repair the section that was broken. When necessary and available, we replace high failure and degraded components including electrolytic capacitors, cooling fans, mechanical relays, overheated resistors, and worn keypads, making the unit not only repaired but reconditioned as well! This allows us to provide an industry leading 18-month "bumper-to bumper" warranty on your refurbished unit including both parts and labor

CONVENIENT TURNAROUND OPTIONS

Some repair needs are more urgent than others... And some are much more urgent than others! Therefore, we offer three different options to ensure you receive quality repairs in a timely manner.

FAST — Standard Service 7 - 10 Business Days

Standard Service repair turnaround is designed to meet the stringent demands of the majority of our customers. We provide turnaround of your repair orders within 7 to 10 business days. Whether it's ensuring that you always have a functioning replacement on hand or meeting your needs for uptime production scheduling, you can count on us.

FASTER — Priority Rush 3 - 5 Business Days

We offer Priority Service for our customers that need rapid turnaround. This service plan assures that your repaired item will be returned to you within 3 to 5 business days from the date of approval. A 10% premium is assessed for Priority Service.

FASTEST — Emergency Breakdown Next Business Day

Our Emergency Breakdown Service is designed for those situations when the immediate repair of your item will help you avoid costly downtime. When you opt for this service, our team of repair technicians and support personnel move into action to ensure that your repair will be shipped back to you the next business day (the item in need of repair must be received and approved by noon). A 25% premium is assessed for Emergency Breakdown service. Also, please note that, due to the nature of electronic repair and the occasional need to order hard to get or obsolete parts, not all items can be completed by the next business day. Call your service representative for further details.

SHIPPING SERVICES

We provide a number of shipping options including same day air, next day air, second day air, and standard ground delivery services. We work with numerous shipping providers including United Parcel Service (UPS), Federal Express, and a variety of trucking firms as well as worldwide express shipping services.

ISO 9001:2008

Certified

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