

## RMA and DOA Policy (service call)

### RMA – (Returned Merchandise Authorization)

For merchandise sent for repair or replacement, in or out of warranty, you must first obtain an RMA number by submitting an RMA (service call) Order Form through the [Gauzy website](https://www.gauzy.com/support) (<https://www.gauzy.com/support>).

The following information is required in order to complete your Service Call request:

1. Company name
2. Contact person
3. Phone number and e-mail
4. Customer ship-to address
5. Product model number
6. Serial number
7. Brief description of the problem and the product you wish to return

Upon accomplishment of your application, you will receive an RMA Number and return instructions by email.

Do not return the defective product until you have received an RMA number. Gauzy reserves the right to refuse shipments that do not have an RMA number. If you send your defective product without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened.

We would not warrant defects caused by testing which do not follow our policy.

### Warranty Coverage

All film products, accessories excluded, are warranted for 2 years and warranty coverage is effective from the date of purchases.

Gauzy warrants our products and parts against defects in material and workmanship, under normal use, within the warranty period. For warranty returns, simply return to us with an RMA number, and Gauzy will repair with no extra cost. However, the warranty does not apply to any product where damage has been caused by accident, abuse, misuse, natural disaster, any unauthorized disassembly, or modification. Inbound shipping costs will be paid by the customer.

## Out-of-Warranty Service

Out-of-warranty product repairs, or damage not covered under the warranty, will be charged to the customer. If the product fails forgoing conditions, Gauzy should be able to repair it for a reasonable fee. Gauzy will provide a quote, including shipping charge, for the repair. Repairs will be performed upon receipt of payment. Customers will prepay for shipping both ways, plus parts and labor.

## Return Policy for International Order

In order to save on Customs Fees, Import Duty, and other levies, please indicate in your shipping documents that products being shipped are for repair and to be returned. Gauzy will not replace or exchange products. Customers are responsible for all return shipping costs and all other duties.

## DOA – (Dead On Arrival) - Returned

In the event that you receive a faulty product upon delivery, you should notify our Technical Service staff upon receipt of the product. If the product develops a fault (excluding faults due to willful damage or customer misuse) within 7 days of receiving the product, please notify Gauzy by email upon noticing the fault, so the return will be processed as a DOA product.

You will be issued with a DOA number in accordance with the DOA returns procedure above. To minimize processing time and potential difficulties in proving the cause of damage, we recommend that DOA products should be returned within 30 days of purchase, and must be returned in original condition. For products found to be DOA, we will replace a defective unit with a new product at no charge, and pay round-trip shipping cost. International customers should allow for additional transit time due to international customs clearance. Please do not send DOA products back to Gauzy unless instructed by Technical Service staff.

For status and inquiries, please contact Gauzy Product Service Center by email to [service@gauzy.com](mailto:service@gauzy.com)