



RETURN POLICY (Rev 7/18/23)

All items to be returned require written authorization from Genuine Cable Group, LLC (GCG) and must be accompanied by an approved Return Material Authorization (RMA) form. Unauthorized returns will not be accepted. Approved returns must be received by GCG within 45 days, or the return authorization will be cancelled.

Freight Damage

Customers shall have ten (10) days from delivery date to report freight damage. Written notification is required (email is acceptable) with any additional documentation or pictures available.

Missing Product

Customers shall have ten (10) business days from date of delivery to verify that all items on the order have been received and are correct. Items that are determined to be missing must be reported in writing within the 10-day window to receive credit.

Nonconforming Product Returns:

Customers shall have thirty (30) days from the delivery date to inspect and provide written notice of rejection for defective product. Pictures of defects should be included along with any other information to help address the defect.

Other Product Returns:

Material may be returned for reasons other than nonconformance within sixty (60) days of delivery date, or within the manufacturer's return policy, whichever is longer, with a written request for return. Credit for these returns will be issued upon receipt and inspection of the material. All returns for reasons other than nonconformance shall be subject to a reasonable restocking fee.

Transportation Costs:

GCG shall pay the transportation costs of returning nonconforming material and the customer shall pay the transportation costs of returning material for reasons other than nonconformity. The customer shall be responsible for providing proof of delivery on returned material if requested.