

## **Return Merchandise POLICY**

To return a product that you purchased from GTS, Inc., please submit an online Return Merchandise Authorization (RMA) request. Please use the following link to enter your product information:

<https://www.gtspower.com/rma/bc-returns/>

Once completed, your online form will be forwarded to Customer Service for processing. You should receive instructions within 24 hours on how to process your return.

- RMA expires if not used within 30 days to return items listed.
- Batteries deemed within warranty will be replaced free of charge to the customer. No proration applies. See Warranty for details
- Non-GTS batteries or out-of-warranty batteries will be recycled. If you wish to have non-GTS or out-of-warranty batteries returned, your UPS or FedEx account number will need to be included.
- If 75% or more of the batteries returned are found to NOT BE DEFECTIVE, then we will charge return freight back to you, the customer.

For more information, please contact GTS Customer Service at [CRM@GTSPower.com](mailto:CRM@GTSPower.com)

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