

Expanding and renewing the warranty of G&D devices without any trouble

Our top priority: satisfied customers

You expect much from us. Therefore, we work hard on fulfilling and even exceeding these expectations, because your fullest satisfaction is our top priority. For over 30 years we have been putting quality first. With highly trained employees, an integrated quality management system and certification in accordance with DIN EN ISO 9001:2015, we are successful in providing the market with innovative and reliable KVM equipment.

A warranty you can rely on

In order to ensure that you can use our equipment over a long period of time, minimise risks and

Expand your warranty for even more safety from the start

Would you like to protect your application and investment even longer, increase planning security and keep a long-term overview of your costs?

With G&D Care, you can easily and cost-effectively expand the manufacturer's warranty **for digital devices and systems** by another three years.**

Thanks to the expanded warranty, you avoid unpredictable costs and benefit **up to six years** from G&D's professional support.

**3
years**

**G&D standard:
Three-year
manufacturer's warranty
included**

safeguard your investment, we offer a **three-year manufacturer's warranty*** going well beyond the statutory warranty obligations.

You can also renew your warranty later

The warranty on your **digital G&D devices** will expire soon, but you would like to use the devices safely for even longer and, if needed, benefit from our warranty services? Then you can renew the warranty **for another year** (up to three times and 90 days before the previous warranty period has expired).

**+3
years**

**Optional
warranty expansion
up to six years**

**+1
year**

**Optional warranty
renewal
by one year before
expiration**

// Longer warranty periods on request.

In general, the following warranty services are free of charge for the first three years from the date of delivery:

■ **Phone support**

Our employees and technicians are only a phone call away, and in many cases they can fix the issue on the phone.

■ **Repairs of devices/components**

If the issue cannot be solved on the phone, you can send us the devices for repair. Please use our RMA form for this purpose.

■ **Shipment of devices/components**

We cover any shipping costs within the scope of the warranty.

■ **Option to replace devices**

If necessary, we will temporarily provide you with a free replacement device for the duration of the repair.

■ **Warranty check/cost estimate**

If there is no warranty claim, we will provide you with a free cost estimate for the repair or replacement of the affected device.

■ **Option for on-site support**

If the above warranty does not solve the issue or is unacceptable, a qualified G&D specialist will provide on-site support in individual cases.

Contact us – we will be happy to talk to you about options and prices

You can reach us Monday to Thursday between 8 a.m. and 4:30 p.m. and Friday between 8 a.m. and 3 p.m. (CET) on +49 271 23872-333 or via e-mail sales@gdsys.de.

* For further details please refer to our warranty agreement. The type and duration of the warranty are either specified in the documents (delivery note/invoice/contractual agreements) enclosed with your products or included in the order. The warranty does not apply for merchandise, third-party products or equipment that G&D has placed on the market as everyday equipment. As a direct customer of G&D, only the original purchaser may assert warranty claims.

** Even when purchasing analogue devices and systems, you can benefit from our long-term warranty services. On request and against payment, you can extend the warranty period to a total of four or five years.