



Warranty and Return Policy

Return/Refund/Repair

Before returning your Global Caché product for any reason, you must email support@globalcache.com or call 541-899-4800 to obtain a Return Merchandise Authorization (RMA) number that must be written on the outside of the shipping package. Items received without an RMA number printed clearly on the outside of the packaging will be refused.

Please include the following information in your email:

- What Global Caché product you are returning for repair.
- Your order number. (or where the product was purchased) and the date of purchase.
- A note stating what is wrong with the Global Caché product.
- For non-warranty repairs our Customer Service Team will assess the damaged product and then contact you with a quotation.

Important: We will email you with shipping instructions.

Warranty Policy

Global Caché offers the following warranty for new product purchased directly from us, or from one of our Authorized Dealers (with proof of purchase):

- Global Caché products have a **366** day repair/exchange warranty for factory assembly defects only, not normal wear and tear over time, acts of nature (rain and animals, as examples), buyer's remorse, commercial or institutional use, or any user mishap or misuse.
- Abnormal use or abuse, as we determine at inspection, will void the warranty.
- Warranty coverage applies to the original owner only and is not transferable.
- When you return a Global Caché product for under warranty, it will be inspected upon arrival for factory assembly defects.
- Your Global Caché product will then either be replaced or repaired and returned to you.

Important: Prior to considering returning a defective product, consult the online support, or email support@globalcache.com to confirm that your Global Caché product has a defect.

The warranty on Global Caché products is NOT VALID if the products have been purchased from an unauthorized on-line retailer or online auction site. Global Caché sells products through authorized distributors, VARs, dealers/installers, and online channels to insure that consumers obtain quality pre-sale and after-sale support and service. PROTECT YOUR WARRANTY. Buy from an authorized Global Caché channel partner.

Refund Policy

When purchased from Global Caché, you may return the products within 30 days of delivery for a refund under the following conditions:

- A 15% restocking fee will apply on all non-defective opened/unopened items.
- Shipping charges are not refundable.
- If for any reason you are not satisfied with your Global Caché product, please email support@globalcache.com.
- All non-defective returns must arrive in the original packaging in resalable condition, with all original components included.