



GERSTER EQUIPMENT COMPANY

RGA



Q: What is an RGA?

A: RGA stands for Return Goods Authorization. It allows your return to be processed quickly and accurately!

Q: What returns require an RGA Number?

A: Returns that are new and unused and in original packaging, or returns with concealed damage. If a unit has been installed, it does NOT go through the RGA process; contact Mark Sommers for further instructions.

Q: Does a warranty part return require an RGA Number?

A: No. Warranty part returns require the GEC Warranty Parts Return Form.

Q: What if my return doesn't fall into any of the above categories?

A: Call the Order Desk for more assistance. They will need complete details of your situation.

Q: How do I apply for an RGA?

A: Go to www.gersterequipment.com. Click on 'RGA Form' located at the top menu and fill out the information requested.



Q: When will I find out the status of my RGA request?

A: You will be notified via email within 2 business days.