



Return Policy

- Only written orders may be accepted by General Technologies, Inc. (GTI); however, the customer has the responsibility of checking the GTI Order Acknowledgment for accuracy.
- Material can be returned by mutual agreement between customer and GTI.
- Return of material can only be accomplished by notifying the appropriate GTI Customer Service Representative to receive a Return Authorization Number.
- GTI Return Authorization Number is required with all correspondence related to a returned material.
- The returned material must have been initially purchased by the customer directly from GTI.
- Custom material cannot be returned.
- It must be mutually agreed that the material can be returned and a restocking fee will be charged.
- Customer must prepay freight charges for the material returned to GTI.
- Credit will be issued against the customer's account (provided account is in good standing) when GTI receives the returned material with the original packaging in good and resalable condition.
- Credit will be issued in the following amounts:
 - a. Up to 30 days from the date of purchase – full credit less 25% restocking charge.
 - b. 31-90 days from the date of purchase – full credit minus 40% restocking charge.
 - c. No returns will be accepted after 90 days from date of purchase.

Cancellation Policy

- Only written orders may be accepted by General Technologies, Inc. (GTI); however, the customer has the responsibility of checking the GTI Order Acknowledgment for accuracy.
- Orders can be canceled by mutual agreement between customer and GTI.
- A written request for order cancellation must be received by GTI prior to GTI Evaluation/Acceptance review and issuance of a Cancellation Authorization Number.
- All canceled orders are subject to a cancellation charge.
- When the material can be placed in GTI inventory, a 15% service charge will be invoiced.
- When the material cannot be placed in GTI inventory, the full purchase price will be charged.
- When custom material is in the manufacturing process at time of cancellation, all GTI costs through the cessation of the specific manufacturing process will be invoiced plus a 15% service charge.