

Warranty Program

The GTO warranty program starts from the date of final product sale. In order to return products for warranty repairs, please call for a returned goods authorization number (RGA #) at 800-543-1236. For warranty repair service, proof of purchase will be required. Regrettably, we are unable to accept or process shipments sent to us without an assigned RGA# clearly marked on the outside of the box.

- Contact the Technical Support Department for an RGA #.
- Have available for the technician, the quantity and model of the products to be returned.
- Attach receipts to products to be considered under warranty.
- Pack products to be returned appropriately to prevent damage during shipment back to GTO.
- Clearly mark the RGA# on the outside of the package and return to GTO.

Attn: (RGA Number)

GTO Tech Support

3121 Hartsfield Road

Tallahassee, FL 32303

We will examine and diagnose your equipment thoroughly. If we find a manufacturer's defect, we will repair or replace the defective part under warranty. However, if the equipment has been damaged by power surge, lightning, insects, or abuse, we will call you with a price quote on the cost of the repairs.

Non Warranty Repairs

For Mighty Mule openers that have passed the allotted warranty time period or have a repair that would not be covered under the Mighty Mule warranty policy, GTO will perform necessary repairs for a nominal fee. In order to return products for non warranty repairs, please call for a non-warranty returned goods authorization number (NW RGA #) at **800-543-1236** or open a tech ticket at <http://support.gtoinc.com/Support/ContactUs.aspx>. For non warranty repair service, there will be a \$75 non refundable repair charge required plus the cost of the parts replaced or repaired. We are unable to accept or process shipments sent to us without an assigned non warranty RGA# clearly marked on the outside of the box.

- Contact the Technical Support Department for an RGA #.
- Have available for the technician, the quantity and model of the products to be returned.
- Pack products to be returned appropriately to prevent damage during shipment back to GTO.
- Clearly mark the RGA# on the outside of the package and return to GTO.

Attn: (RGA Number)

GTO Tech Support

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We will examine and diagnose the equipment thoroughly. The customer will be contacted with a price quote on the cost of the repairs.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.