

Repair & Return form

Dear customer, please fill out the return form carefully and completely and send it to us at info@gps-tracker.info before sending any goods back to us. Important: It is not possible to send a return without checking your return form first!

date:

company: (optional)

first and last name:

street:

zip code:

city:

country:

phone:

email:

GPS Tracker© order number

date of purchase:

hardware or software error?

Please state the reason for your repair order:

- bad signal
- app not activated
- transport damage
- sim card
- hardware malfunction

What exactly is defective or not functional? (As detailed as possible)

Note:

From our own experience, we can point out that over 95% of all problems with our products are not due to a hardware defect. Our devices are carefully checked before dispatch. In most cases, it is a matter of incorrect operation or incorrect setup of the software, or incorrect configuration of the SIM card in connection with the software. The only reason for "not activated" in the app is an incorrect APN assignment of the SIM card. The SIM card settings must be checked.

There is no right of return for any poor GPS reception or position inaccuracy. To ensure a good signal, the tracker should be outdoors. House walls, power poles, microwaves or similar devices can interfere with reception. Please note: In rural areas in particular, area-wide GPS reception from the satellites is not always guaranteed.

However, if there is a defective hardware, we will start a repair order. In almost all cases, the hardware, battery or accessories can be repaired. After a successful repair, we will send the goods back to you in working order.

Important: Please send us this return form filled out and scanned / photographed to info@gps-tracker.info in advance for checking. Our support team will carefully discuss the next steps with you.

Please note:

- no return possible without checking the return form first
- before sending a return, send the return form to: info@gps-tracker.info for checking
- we will send back shipments that cannot be assigned due to missing information
- every return must be sent back on your behalf costs
- every return must be declared on the package as a "return" so that no customs fees occur.
- any customs or import fees occurring during the return cannot be accepted
- unless otherwise agreed, the goods, including accessories, must be returned in their original condition.
- An unjustified return will incur costs or if it is determined that there is no hardware defect after inspection or that the goods are no longer in their original condition (signs of use) or are incomplete.

After a successful answer from us, send the device or devices to the following address the support team submits you.