



January 2021

RETURNED GOODS POLICY

Dear Customers,

In order to serve you more efficiently, and to effectively handle your returns, please take note of our Returns Policy.

RETURNING NEW, NEVER BEEN USED MERCHANDISE

When returning new, never been used merchandise that are still in their original package, you will need to complete the “**New Merchandise Return Form**”.

Please note that a 15% handling charge may be applied on the item when the invoice number is not indicated in the form. **Note: Transportation on all returned merchandise must be prepaid by the sender.**

RETURNING DEFECTIVE MERCHANDISE

When returning defective items, please complete the “**Defective Merchandise Return Form**”.

Except for merchandise that have a lifetime warranty, G2S-TOBEQ requires you to fill in the original invoice number on the form in order for us to proceed with the repair or replacement of the defective product.

Please be advised that we require defective merchandise to be packaged separately from new merchandise returns.

Additional handling charges may be applied when merchandise is returned to G2S-TOBEQ without an RGA number or the above-mentioned forms.

Note: Transportation on all returned merchandise must be prepaid by the sender.

For your convenience, these return forms can be downloaded from our web site: www.g2stobeq.ca.

For any questions or more information, please do not hesitate to contact us.

Thank you,

Claims and Returns Department

(514) 683-8665 (option 2, then option 5)

1-800-361-2592 (option 2, then option 5)

support@g2stobeq.ca

www.g2stobeq.ca

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