

Return Policy

GMG Systems, Inc. offers a limited return policy for certain products. Unless expressly stated otherwise under this policy all sales are final.

GMG Systems, Inc. provides a 10-day satisfaction guarantee for the following products:

- KnTTools Basic Edition
- KnTTools Enterprise Edition
- KnTList

If, for any reason, you are unhappy with a product that is covered by this guarantee, you may return the product in accordance with the provisions of this policy for a full refund (less a restocking fee).

Use the following contact information to process a return:

Customer Service
GMG Systems, Inc.
P.O. Box 190
Waldorf, MD 20604-0190

Fax: +1 (301) 638-3603
Email: sales@gmgsystemsinc.com

The following procedures apply to any return under this policy:

1. You must notify GMG Systems, Inc. in writing within ten (10) calendar days of the product ship date of your intention to return the software. Your notice must include email contact information for processing the return. If the product was shipped via electronic download, the ship date shall be the date of the email notice to you that the product is available for download.
2. Notwithstanding any other provision of this policy, all orders shall be deemed final thirty (30) calendar days after receipt of payment by GMG Systems, Inc. for the order.
3. Customer Service will provide you with a RMA (Return Merchandise Authorization) form via email.
4. You must complete and fax the RMA form to GMG Systems, Inc. within seven (7) calendar days of your notification to GMG Systems, Inc. of your intent to return the product.
5. Upon receipt of the RMA form, GMG Systems, Inc. will email to you an RMA number within five (5) business days.

6. Upon receipt of the RMA number from GMG Systems, Inc. you must:
 - a. If the product was shipped by electronic download, destroy all copies of the product in your possession and notify GMG Systems, Inc. in writing that the product has been destroyed; or
 - b. If the product was shipped on physical media, promptly ship the returned product to GMG Systems, Inc. at:
By Mail:

Customer Service
GMG Systems, Inc.
P.O. Box 190
Waldorf, MD 20604-0190

Or, if the carrier requires a street address (e.g. UPS, Fedex):

Customer Service
GMG Systems, Inc.
3555 Leonardtown Rd., Suite 5.
Waldorf, MD 20602

NOTE: It is highly recommended that you use a mail/shipping service that provides a tracking number, since it is your responsibility to ensure the return of the product to GMG Systems, Inc.

Upon return of the product you must destroy all backup or other copies of the product in your possession.

GMG Systems, Inc. will issue you the appropriate refund upon receipt of the returned product or, as the case may be appropriate, receipt of written notice that you have destroyed all copies of the product in your possession. The original payment method will be used for the refund (e.g. credit card or check).

Restocking Charges

All product returns are subject to the minimum \$50 restocking charge. Additional charges may apply for damaged or missing parts.

Refunds

Unless a product is destroyed in accordance with this policy, the product must not be damaged (whether by the courier chosen by you to return the goods, or otherwise) in order to receive a refund (less the restocking fee) on any product returned under this policy. The product must be returned in as-new or re-

saleable condition to qualify for a refund, including all manuals, software, and original packaging. Refunds are not issued for shipping charges.

Please note the following:

- Freight on returned items must be prepaid by the customer and the customer is responsible for any loss or damage by the courier in transit.
- Include a contact name, daytime phone number and email address for customer service to contact you for clarifications.
- To reduce the risk of damage, returns of a product must be in the original packaging, unless the product is destroyed in accordance with this policy.