



Credit & Return Policy

- Software:** Unused software that has not been registered or where a license key has not been issued is returnable for 10 days after purchase for a 15% processing fee. After 10 days returns and credits for software is at the discretion of Gåva Systems and will be assessed a processing fee. Custom software applications are not eligible for a refund or credit.
- Hardware:** Hardware can be returned within 25 days of your order on most products. You must contact Gåva Systems at (954) 839-8349 to have an RMA issued. Returns will not be accepted without an RMA. Returns must include all original equipment, documents and packing materials. We recommend all return shipments are insured as Gåva Systems is not responsible for damage caused in shipping. Shipping and handling is not refundable for hardware and a restocking fee may apply.
- Paper Goods:** Paper goods including, but not limited to card holders, envelopes and hang tags can be returned within 25 day. You must contact Gåva Systems at (954) 839-8349 to have an RMA issued. Returns will not be accepted without an RMA. Returns must be complete with no missing items. Custom orders and orders of over 5 cases when a special order is placed are not eligible for a refund or credit. Shipping and handling is not refundable and a restocking fee may apply to all returns.
- Tech Support:** Refunds are not available for tech support services or contracts.
- Card Orders:** Due to the custom nature of gift/loyalty cards once an order has been approved for printing by the customer Gåva System **can not** provide a refund or a credit. A 25% cancellation fee is assessed for orders that are placed and not printed.
- Returned Checks:** A fee of \$35.00 is charged for returned checks + any additional collection fees required.

Service & Support Policy

- Hardware** Gåva Systems provides first level support for all hardware products that we sell. Support for most products runs the length of the warranty period set forth by the manufacturer. We are unable to provide service or support for items purchased from other vendors.
- Online Services** Gåva Systems provides clients with the necessary documentation to utilize our online balance check solution. Due to the variety of hosting solutions on the market we are unable to provide individual installation services. We recommend consulting with your web developer for assistance with installation or upgrading to our hosted solution.