Return Goods Authority (RGA) instructions

1   Faulty product

If you identify a fault with the product, please contact Technical Support via phone or email in the first instance. If you or our Technical Support team are confident the product is requires repair from our team of specialists you can go directly to the Security Hub to lodge a return with us.

Technical Support Contact Details

Email
security.support@gallagher.com

Phone	
Australia	Free phone: 1800 009 259 Fax: +64 7 838 9801
New Zealand	Free phone: 0800 84 2273 Fax: +64 7 838 9801
Middle East	Tel: +9615 808728 Fax: +9615 808729
South Africa	Free phone: +27 879 804 547 Fax: +27 11 397 2934
United Kingdom & Europe including BENELUX	Free phone: 0800 980 2273 Fax: +44 2476 642345
USA & South America	Free phone: 1866 9 227 329 Tel: +1 407 302 4055 Fax: +1 407 302 4955
Canada	Free phone: 1877 574 117
Rest of World	Tel: +64 7 838 9894 Fax: +64 7 838 9801

Once you have confirmed the fault in your product with Technical Support, or submitted your RGA form you will receive a confirmation with your **Ticket Number.** Where replacement product is required, and advanced replacement will be shipped immediately. Please follow the instructions in point 3 to return your faulty products.

Exceptions: There are two exceptions: for **Type1A** product please contact your Gallagher representative for returns. For **Third-Party** products, often we return these directly to the supplier, Technical Support will supply you with return information in this instance.

Please return to the region appropriate to you. It is important to remember to include your **Ticket Number** with your returned products. Please ensure the **Ticket Number** is clearly stated in the returned shipment by using the faulty product return form provided by technical support.

Non-warranty product

Once the product is received, returns and repairs will assess the product. Following the assessment, returns and repairs will be determined whether the product is covered by warranty. **If the product is found to be faulty, it will be covered by warranty**, however **if the product is found to be non-faulty you will be invoiced for the replacement product and/or repair cost.** Please refer to the returns and warranty policy for more information.

2   Non-faulty product

If you are returning product for any other reason than a fault, please contact **Returns and Repairs** (contact details below) for further information.

Returns & Repairs Contact Details

Contact	
Australia	repairs.nz@gallagher.com
New Zealand	repairs.nz@gallagher.com
Middle East	repairs.nz@gallagher.com
South Africa	Dawid.Barriel@gallagher.com
United Kingdom & Europe	repairs.uk@security.gallagher.com
USA & South America	orders.usa@security.gallagher.com
Canada	orders.usa@security.gallagher.com
Rest of World	repairs.nz@gallagher.com

3   Return shipping information

Australia
Attn: Gallagher Security Pty Limited
65 Scanlon Drive,
Epping, 3076
Melbourne, Victoria

North America
Attn: Gallagher Security repairs
5005 NW 41st Street
Riverside, MO 64150
United States

South Africa
43 Saturn Crescent
Linbro Business Park (off Marlboro Drive)
Frakenwald
Sandton 2090
South Africa

New Zealand
Attn: Repairs
181 Kahikatea Drive
Meliville, 3206
Hamilton

United Kingdom
Attn: Gallagher Security Europe Ltd
Unit 5 Eastboro Fields
Hemdale Business Park
Nuneaton
CV11 6GL

Return Product for Repair or Replacement- Process map

1

CUSTOMER ISSUE

Channel Partner finds an issue with Gallagher product

2

COMPLETE RGA FORM

Complete online form providing the following:
1. Product serial #
2. Product part name / #
3. Description of fault

OR

TECHNICAL SUPPORT

Contact technical support via email or phone, providing the following:
1. Product serial #
2. Product part name / #
3. Description of fault

3

CHANNEL PARTNER CONFIRMATION

Channel Partner receives email confirmation of **Ticket #**, and instructions on how to return product

4

REPLACEMENT SHIPPED

Replacement product is shipped immediately. Contact is made if further information required