

# Gefen Frequently Asked Questions



**AUTHORIZED DEALER**

HDTVSupply.com & Gefen have had a relationship for a long time. We are a Authorized Reseller Dealer & have a contract with Gefen to sell and support their complete product line.

Our partnership started when HDTV Supply went looking for a company that could supply unique products, provide flawless support and had fair pricing. Gefen was the first company that met out strict demands and they were the first we developed a relationship with.

## **Reasons To Buy This Gefen Product From HDTVSupply.com:**

1. Our partnership with Gefen gives you a Gefen warranty when you buy from us
2. Our partnership with Gefen gives you FREE HDTV Supply U.S. based Live Telephone Lifetime Tech support
3. HDTV Supply has a dedicated TEXT support line at 805-409-0208 to support you
4. HDTV Supply has a dedicated Product Manager for Gefen products to assist with any special needs
5. We sell extra remote controls for all Gefen products
6. All Gefen remote controls are full size
7. Many times we will list lower cost Closeout Gefen products at our site
8. All Gefen products are in stock and ship the same week day if the order comes in by 12PM PST
9. You can buy Gefen products from us with most any credit card, your Amazon account and PayPal
10. HDTV Supply has many videos to show the features of Gefen products
11. You will find all Gefen User Manuals and other manuals at our site
12. From time-to-time HDTV Supply runs Factory Authorized sales on Gefen products
13. If there is an Gefen firmware update for your product you will find it at our site
14. Many times we will list lower cost Refurbished Gefen products at our site
15. The below may be available on many Gefen products, just email, TEXT or call us to find out:

1. RS232 Docs
  2. GUI software
  3. iRule support with LCM products
  4. Roomie support with LCM devices
  5. Ethernet TCPIP Docs
  6. .pdf IR codes
  7. HEX IR codes
  8. Control4 serial drivers
  9. Control4 IR drivers
  10. Control4 TCPIP drivers
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16. All Gefen products bought from HDTV Supply are brand new and in unopened boxes.
  17. All Gefen products bought from HDTV Supply are shipped in double carton boxing.
  18. All Gefen products bought from HDTV Supply have full value shipping insurance
  19. All Gefen products bought from HDTV Supply have a 30-day No-Hassle returns
  20. All Gefen products bought from HDTV Supply can be shipped blind to your customer
  21. We have shipped hundreds of Gefen products throughout the world
  22. Gefen stocks extra accessories in case you misplace your remote so we can get you a new one
  23. HDTV Supply & Gefen pride ourselves on confidentiality so with any personal information that you may share with us is kept absolutely private.

HDTVSupply.com is one of the oldest and most trusted Gefen resellers as we support all of their products with telephone, TEXT and email ordering and tech support.