

GSA Notification Email

Dear GSA Buyer:

Our sales records indicate that you purchased a travel trailer(s) from the General Services Administration (GSA), which was sold on behalf of the Federal Emergency Management Agency (FEMA) on or after July 24, 2006. Due to the continuing concern about the possible levels of formaldehyde in these travel trailers, FEMA and GSA have partnered to develop a plan to offer refunds to buyers of these units who wish to return them to the government.

The logistics of a return process will require coordination between you and FEMA for return and physical acceptance of these travel trailers. As such, to reduce your efforts to work through this refund process, FEMA will handle all of the coordination for return and the refund process on behalf of the Federal government including determining the location to accept return of the trailer(s). You will be responsible for ensuring the return of the unit(s) to the designated location.

In order to request a refund, you must submit a written request that contains the GSA sales contract number, the purchaser's name, the purchase price, and the purchaser's receipt, a Direct Deposit form with original signature and an unsigned, voided check or deposit slip, and a signed and completed Trailer Refund checklist. FEMA must receive the request on or before March 17, 2008. Late submissions will not be considered.

Refund requests should be sent to FEMA Headquarters at 500 C Street S.W., Room 330, Attention-Logistics Current Operations Branch, Washington, D.C. 20472. Upon receipt, the request and all supporting documentation will be validated and arrangements will be coordinated with the individual to identify the nearest FEMA facility. Refunds will be sent to the individual by direct deposit within 30 days of the unit's physical return to the designated FEMA facility. Transportation or travel costs will not be refunded, or reimbursed.

Upon physical return of the unit, you will need to provide to FEMA the SF 97, Certificate to Obtain Title, if the purchaser still has the document, and title to the travel trailer(s) itself. Refunds will be limited to the purchase price of the travel trailer(s). No refunds will be given for improvements you have made to the units or transportation or travel costs.

If you have questions about this refund offer, please contact FEMA by sending an email to FEMA-EHU-DOC@dhs.gov or by calling 1-866-562-2381 or TTY 1-800-462-7585

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