

Return Material Authorization (RMA) is our systematic approach to handling returns for repairs. Please note: does not apply to returns of loan items!

With our RMA process, we want to make sure we properly understand the reason for the return and thus ensure a smooth process for our customers. In order to quickly find a solution, we require an accurate description of the problem/error and ask that you follow these steps when making a return:

- Step 1: Request RMA number** ■ Prior to return shipment, please request our authorization to return material/equipment and an RMA number by mail (repair-gil@svs-vistek.com). Our team will then provide you with an RMA number.
- Step 2: Fill out form** ■ Enter this RMA number and all other requested information in the RMA form on page 2 of this PDF document.
- Step 3: Return material + form** ■ Return the materials/equipment to us along with the completed RMA form.

Please note: Materials returned to the vendor for repair, credit, refund, replacement or exchange must always be insured for the full value of the goods. Please specify the purchase price as the value to be insured.

### Service price list

Testing/cleaning costs, hourly rate: 100€ / 125\$ (valid from 2023/01)

|            |    |                           |    |
|------------|----|---------------------------|----|
| ECO series | 2h | EoSens / Creation         | 2h |
| EXO series | 2h | Cube / Mini / Quad        | 3h |
| FXO series | 2h | PC / Computer             | 1h |
| HR series  | 3h | DMT = According to effort |    |
| SHR series | 3h |                           |    |

Packaging and shipment costs are also not included and will be billed additionally based on actuals. If additional costs arise, e.g. due to sensor damage caused by the customer (improper cleaning), these will also be invoiced. Note: Checking and cleaning costs are also charged during the warranty period if there is no fault with the camera.

With the arrival of the camera at SVS-Vistek GmbH this regulation comes into force.

Thank you for your cooperation.



**SVS-VISTEK**

Scale your vision.

# RMA Form

## Return Materials Authorization

### Company contact information

Company name

Street

No.

Zip Code

City

Country

Telephone

Email

Customer contact name

SVS-Vistek contact name

### Delivery address (if different than above)

Company name

Street

No.

Zip Code

City

Country

Telephone

Email

Customer contact name

### Product data

RMA Number e.g.: RMA12345678

Order Code e.g.: fxo535CCX12-2C

Serial Number e.g.: S/N 123456

Error description / RMA reason (for image defects, please add screenshot as a separate file)

With my signature, I hereby confirm the correctness and completeness of the information given above.

Place, Date

Signature

  
  

Please return materials together with this form to:

SVS-Vistek GmbH  
Ferdinand-Porsche-Str. 3  
82205 Gilching  
Germany