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# Visionect Return Material Authorization (RMA) Form

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Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**RMA No.:** \_\_\_\_\_ **Date Issued:** \_\_\_\_\_

(Provided to you by the Visionect Support Team at [support@visionect.com](mailto:support@visionect.com).)

## Replacement Process

1. Contact the Support Team at [support@visionect.com](mailto:support@visionect.com) to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety and place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

\* Products purchased through [visionect.com](http://visionect.com) are covered under a One-Year Limited Warranty. To verify warranty coverage the original order number and order date need to be provided.

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ORDER ID	UUID/SERIAL NUMBER*	TYPE

\* Enter the UUID/SERIAL NUMBER without the last zero string.

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Visionect products are guaranteed against manufacturing defects one (1) year from the original delivery date. Visionect's sole obligation in the event of such defects during this period is to replace the product with a comparable device at Visionect's sole discretion.

Unless: (i) it falls under the limited warranty included with a Visionect product; or (ii) the User Agreement accompanying any Software grants you different rights or disclaims all warranties we warrant to you, and only to you, as applicable, that our Visionect products are designed and manufactured to conform to our specifications and will be free from defects in material and workmanship for a period of 1 year from the original delivery date.

The **One-Year Limited Warranty** does not apply if the product has been installed and/or used in a manner that does not comply with user instructions, or has been fitted on unsuitable materials.

Read more about Visionect warranty terms here: [visionect.com/legal](http://visionect.com/legal).