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## RMA Process

If you are in receipt of a faulty product supplied by VisionOn Systems, then you can return the product for repair / replacement under the terms of the VisionOn Systems Warranty scheme.

To be eligible to make a claim under the warranty process, you will need to follow the process as laid out below. It is important that you complete all the steps and provide all the required information, otherwise your claim might be delayed or even rejected.

1. RMA form requested by you
2. You complete the form correctly including the serial number of the item thought to be faulty and their invoice date and number.
3. Completed form is then emailed back to [support@visionon.cc](mailto:support@visionon.cc)
4. Item serial number(s) are then checked to see if the item(s) is still within warranty period (these vary from unit to unit and supplier to supplier).
5. If an item is out of warranty, then FOC warranty will be rejected however you do have the right to return for a repair or replacement at cost.
6. If an item is still within its warranty, then an RMA number will be issued to you which you must write in the RMA Number box on the form(s).
7. Item(s) should be returned to VisionOn Systems with the completed RMA form(s) including RMA number on form. If multiple packages are to be sent, then an RMA form must be attached to each package
8. We will then test the unit(s) to replicate the fault, if no fault is found then the unit will be returned to you and we reserve the right to charge you £25 as an inspection fee.
9. If a unit is faulty, we will return it to the supplier under their warranty, this can take up to 1 month, no advance replacement will be issued.
10. If the unit is less than 3 months old, then an advanced replacement will be issued.
11. An invoice for the advance replacement will be raised, this will be credited once the faulty unit is returned (this must be completed within 7 days of shipment of advance replacement)
12. If the unit is older than 3 months, then the supplier reserves the right to exchange the unit for another repaired but used unit
13. Once we receive the unit back from the supplier, we will test it and once satisfied of its functionality we will return it to you