

Important Information on RMA

2023-Jun-01

We regret if you experienced issues with your Allied Vision camera or accessory. Our Support and Repairs teams are eager to get your camera imaging again as soon as possible. Please help us to help you by observing the following process and terms.

1. Return Authorization

Some issues can be solved remotely by our Customer Support team. In order to serve you faster and avoid potentially unnecessary shipping charges, Allied Vision requests you to submit your case to our Technical Support team first via our websites before sending your product in for repairs:

- [Support- und Reparaturanfragen DE](#)
- [Support & Repair EN](#)
- [技术支持和维修 ZH](#)

Please help us to speed up the diagnostics by describing the problem as precisely as possible. If repairs are necessary, then you will be given an RMA number (Return Material Authorization) and instructions where to ship your products.

Please note: Items shipped to Allied Vision without an approved RMA number may be returned to you at your expense.

2. Chain of Responsibility

Please note that Allied Vision accepts RMA requests only from those customers who originally purchased the product(s) directly. If you purchased the product(s) from a distributor, then please refer to the distributor for repairs. This step assures technical and financial responsibility and awareness for Allied Vision's partners, and also protects you in the event that a product or system utilizes custom firmware, alternate startup settings, specially calibrated alignment, or other value-added modifications of which we might not be aware.

3. Warranty Claims

If a defective product is appropriate to a Warranty Claim, then the regulations of the applicable Terms and Conditions of Sale of Allied Vision govern your rights and obligations (<https://www.alliedvision.com/en/information/terms-conditions/>). However, please start the warranty claim process with a request for an RMA number (refer to section 1).

Duration of the Sales Warranty for each product family and type can be found on our websites:

- [Garantie DE](#)
- [Warranty EN](#)
- [保修 ZH](#)

4. Our Services: Repair, Exchange or Replacement

In general, most Allied Vision products can be repaired. However, please note the following exceptions:

- Alvium cameras: due to the technical nature of Alvium cameras, a repair may not be possible. Allied Vision will provide an exchange camera with a new serial number and changed UID (Unique Identifier or Mac Address) in such case.
- Accessories, such as power adaptors, PC cards or hubs will be exchanged only in the case of defect. In all other cases, Allied Vision can provide you with an offer for a replacement accessory.

5. Contamination

You are responsible to ensure and confirm that products sent to Allied Vision for Repair/Exchange are free of any contamination by foreign substances – in particular by infectious materials, radioactivity, and any hazardous substances.

6. Transfer of Ownership in Case of Exchange

If repair is not possible and/or a product is exchanged (refer to section 4), by sending the defect product to Allied Vision, you agree to transfer the ownership of the product to Allied Vision. In return, Allied Vision agrees to provide an equivalent type of product and to transfer ownership of the exchange product to you, as the customer.

7. Cost

For non-warranty repairs or requested services, you will be responsible to pay service charges, covering parts and labor or – in case of exchange – your current purchasing price at the date of registration, plus minimum service charge, plus all shipping costs.

8. Minimum Service Charge

Please note that there is a minimum service charge of 99€/119USD for all non-warranty repair or service work. This is also valid for products returned to us during their warranty period with no problem found.

For Alvium cameras with a current list price of less than 200€/240USD, the minimum service charge is 39€/49USD.

9. Pre-Authorization of Costs

With registration to the RMA process, you have pre-authorized service charges covering parts and labor, up to a total amount of 150€ (customers within the EEA) or \$180 USD (customers outside the EEA).

For Alvium cameras, this includes your current purchasing price, plus minimum service charge up to a total amount of 150€/180USD.

If the total service charge estimate is below this amount, then Allied Vision will repair your product in good faith and may return it to you upon completion, without requirement of further authorization.

10. Quotes

If the total service charge estimate surpasses the pre-authorized amount, then Allied Vision will issue a quote (including labor, materials, and shipping) within 10 business days after receiving the product.

You will have 30 days to declare acceptance of this quote and authorize the repair by e-mail. If the quote is not approved within this period, the offer for repair shall be deemed to be rejected and Allied Vision will



return the unrepaired product to you by courier (FCA Incoterms 2020), and the minimum service charge will be invoiced against your existing account.

11. Questions

If you have questions about any of these processes, please contact the Repairs and Services team at: rma@alliedvision.com.

Thank you!

Allied Vision Repairs and Services Team