

## **REPAIR POLICY - ViALUX Messtechnik + Bildverarbeitung GmbH**

Do you have problems with your ViALUX product? Our support and repair team wants to help you get your product working again as quickly as possible. In order to be able to help you quickly and easily, please note the following:

### **1. Request an RMA number before sending in your product!**

Our technical support team will investigate your problem before sending in your product. To do this, please describe the error in our RMA online form as precisely and in as much detail as possible. Please send further data (images, videos, ...) to [rma@vialux.de](mailto:rma@vialux.de), stating your name, company name and serial number. Some issues may be pre-solvable by our support team without the need for product shipment. This helps to avoid unnecessary shipping costs.

However, should a repair be necessary on our premises, you will receive an RMA number (RMA = Return Material Authorization) and precise shipping instructions from us.

**Please note:** Products that reach our repair department without an RMA number can be returned unprocessed at the customer's expense!

### **2. RMA fee and declaration of acceptance of costs**

Please note that we always charge an RMA fee for all complaints, even if no defect could be determined (unless it is a warranty case):

**250 EUR / 280 USD** (including material costs of up to 50 € / 55 USD)

By accepting the RMA, you consent to bear the all costs, including shipping costs (see point 5). Repair work within the RMA fee will be performed by ViALUX and returned to you without the need for further verbal or written approval. If you need a quote for the RMA fee for billing reasons, please let us know by email or phone.

### **3. Estimation of costs**

If the material costs exceed 50 € / 55 USD, you will receive a corresponding quotation. Estimation of costs (including labor, materials and transportation) will be provided within 10 working days after receipt of the return in Chemnitz (Germany).

The validity of the repair quotation is 30 days.

Devices that require service from our suppliers may have longer processing times. You will receive a quotation for repair costs incurred.

### **4. Warranty claims**

Repaired products have a 12-month warranty, starting with the shipment of the repaired device. This warranty only applies to the special repair service and the exchanged material – not the complete product as whole.

## **5. Transportation costs**

Repair is a warranty case:	The customer bears the costs of shipping to ViALUX. ViALUX pays for the return shipment to the customer.
Repair is not a warranty case:	Both modes of transport are at the customer's expense. Before returning the products, we will inform you about the costs. Alternatively, you are welcome to provide us your account number for your shipping forwarder (FedEx, DHL, ...).

## **6. Mode of payment**

Please refer to the Terms and Conditions on our website for more information.

## **7. Responsibility**

ViALUX only accepts repair requests from the original buyers of the products or our distributors. This guarantees technical and financial responsibility for both sides

## **8. Questions?**

If you have any questions about our repair regulations, please contact our repair team at [rma@vialux.de](mailto:rma@vialux.de).

Thank you! – Your ViALUX Repair-Team