



**Part A - Customer Return Address**

Full Name	Address Line1
Company	Address Line2
Phone	City
Fax	State / Province / Region
Email	ZIP / Postal Code
Reference	Country

**Part B - Ship Returns to Videology**

Select a location:
USA
The Netherlands

**HEADQUARTERS LOCATION**  
Videology Industrial-Grade Cameras  
35 Hampden Road  
Mansfield, MA 02048 | United States

**EUROPE LOCATION**  
Videology Industrial-Grade Cameras  
High Tech Campus 5  
5656 AE Eindhoven | The Netherlands

**Part C - Items Returning: Please state what items you will be returning and describe the RMA reason.**

Item / Model#	Serial / Lot #	Description of RMA	QTY
		Request for repair (non-warranty) Product failure Loan/ evaluation sample Other	
		Request for repair (non-warranty) Product failure Loan/ evaluation sample Other	
		Request for repair (non-warranty) Product failure Loan/ evaluation sample Other	
		Request for repair (non-warranty) Product failure Loan/ evaluation sample Other	
		Request for repair (non-warranty) Product failure Loan/ evaluation sample Other	
		Request for repair (non-warranty) Product failure Loan/ evaluation sample Other	
		Request for repair (non-warranty) Product failure Loan/ evaluation sample Other	

**RETURN MATERIAL AUTHORIZATION (RMA) POLICY**

- All products must have an approved RMA# acquired from Videology prior to return.
- Any product returned without an approved RMA# will be refused at time of receipt.
- All products must be listed separately with complete serial number and specific description of problem on Videology's RMA Request Form.
- Authorized RMA will be issued for Exact Quantity and Item listed.
- Processing Fee will be charged for any quantity/product added after issue of Authorized RMA. If an additional quantity/product is returned, we require a new form.
- Units must be in original state and packaging or charges may be applicable - unit must include original Videology box, inside packaging material, cables, connectors, manuals, etc.
- Shipping Charges:  
Customer is responsible for shipping to Videology.  
Videology is responsible for shipping to customer.  
If another method of shipment is requested charges will be paid by customer.
- Authorized RMA# and Videology model # must be referenced on all paperwork, correspondence, and shipping label.
- Please include a copy of the authorized RMA inside box.

For more information regarding Videology's Warranty & Service Policy, please refer to [REF-03-026](#).

**Part D - Email completed form**

Customer Service will review your request and contact you within 24-48 hours.  
RMA authorization is valid for **10 business days**.

**Please submit this form to Videology via email:**

USA [rma@videologyinc.com](mailto:rma@videologyinc.com)

The Netherlands [rma-eu@videologyinc.com](mailto:rma-eu@videologyinc.com)

**Part E - RMA Approval (This is to be completed by a Videology Employee)**

RMA Issued By	RMA#	RMA Authorization Date	RMA valid until
RMA file Attached?	Place signature here		