



Return Material Authorization (RMA) Form

RMA Instructions

Products purchased through Viper Imaging or our distributors may be returned to Viper by following these steps:

1. Completely fill out this form and send to support@viperimaging.com, and a member of Viper's team will contact you with your RMA number. **Do not send your RMA to Viper without an RMA number.**
2. Clearly mark the outside of the box containing the items being returned with the RMA number.
3. Ship the item(s) to the following address:

Viper Imaging

2406 Valleydale Road

Birmingham, AL 35244

Please refer to Viper Imaging's RMA Policy (pg.3) for complete details regarding product returns.

RMA Form

RMA Number (Leave Blank)

First name*

Last name*

Company name*

Street address*

City *

State/Region *

Postal code

Country/Region

Email *

Phone number

Fax number

Partner / Distributor (if applicable)

Returned Item

Equipment

- Camera
- Enclosure
- Pyrometer
- Computer
- Other

Item Description

Manufacturer

Serial Number

Model Number

Reason for Return

Send Immediate Replacement

- Yes
- No

Viper Imaging

RMA (Return Material Authorization) Policy

All returns require an RMA number. Contact Viper Imaging Contact Viper at support@viperimaging.com or +1 866-542-7024 to obtain an RMA number. Returns will be authorized in accordance with the following policy: If it is deemed that the part should be returned, a Viper Imaging representative will send you an RMA form. Completely fill out the RMA form, and place the form in the box with the item(s) being returned. Clearly mark the outside of the box with the RMA number. Products will not be accepted by Viper Imaging for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

Stock Returns

Stock returns must be made within thirty (30) days of the invoice date. Authorization of stock returns is at the sole discretion of Viper Imaging. If a stock part is authorized for return and is a customer error, 25% of the purchase price will be applied as a standard restocking charge. Parts must be new, unused, and contain all the original packaging, instruction manuals and accessories. There is no restocking charge due to errors by Viper Imaging if correct order information was furnished with the order.

Custom Order Returns

The return of all custom order parts is subject to acceptance by Viper Imaging. If a custom order part is authorized for return and is a customer error, 50% of the purchase price will be applied as a standard restocking charge.

Warranty Returns

Products to be returned for warranty coverage must be within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer's account in accordance with Viper Imaging's standard payment terms. Then, once a final decision of the return is made, a credit will be issued if the warranty claim is allowed.

Non-Warranty Returns

If the customer wishes to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, Viper Imaging will advise the customer of the estimated cost of the repair. Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate. A PO must be issued prior to return shipment of all non-warranty items.

Transportation Charges

The customer is responsible for all transportation, insurance, duties and other similar charges for all returned Product, and the customer must ensure that the product is appropriately packaged. Products shipped to Viper Imaging freight collect will be refused. Shipping damages resulting from improper packaging will be the customer's responsibility. After repair, Viper Imaging will return the product ground freight prepaid for in-warranty items. For any other shipment method, customer must pay the difference in freight. Non-Warranty items will be invoiced for any parts, labor, and shipping charges. Products will not be accepted by Viper Imaging for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

By choosing to request an RMA number from Viper Imaging, it is implied that the customer has agreed to the terms of the Viper Imaging RMA Policy.