



Videology
Industrial-Grade Cameras®
an InTest Company

RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM

RMA#

RMA Valid Until

RMA Authorization Date

Do not fill out, for Videology employees only

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 Headquarters Location

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

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	



Videology
Industrial-Grade Cameras[®]
an InTest Company

RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM

RMA#

RMA Valid Until

RMA Authorization Date

Do not fill out, for Videology employees only

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 [Videology Terms and Conditions of Sale](#) document.

Part D - Email Completed Form

Videology Customer Support Team 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:

support@videologyinc.com

Part E - RMA Approval (To be completed by a Videology employee only)

RMA Issued By	RMA#	RMA Authorization Date	RMA Valid Until
RMA File Attached?	Signature		
Yes No			