

//REPAIR

Allied Vision Repair Policy

We are sorry that you experienced problems with your Allied Vision cameras. Our Support and Repair teams are eager to help you get your camera up and running as soon as possible. Please help us help you by observing the following process!

1. Please request an RMA-Number before sending a camera for repair

Some issues can be solved remotely by our support team. In order to serve you faster and avoid potentially unnecessary shipping charges, we ask you to submit your case to our technical support first, before sending cameras in for repair. Please help us speed up the diagnostics by describing the problem as precisely as possible. If repair is necessary, you will be given an RMA-number (Return Material Authorization) and instructions where to ship your cameras.

Please note: Cameras shipped to Allied Vision without an approved RMA may be returned to the Customer at his/her own expense.

2. Policy Variations by Camera Type

Due to differences in complexity of servicing certain types of cameras, we distinguish:

Group A: Camera models Bonito, Bigeye, Pearleye, Goldeye, and VDS Vosskühler legacy cameras

Group B: All other camera models not named in Group A above

3. Minimum Service Charge

Please note that there is a minimum service charge for all non-warranty repair work, including cameras returned to us with no problem found.

Group A: 149€ / \$199USD minimum charge

Group B: 75€ / \$100USD minimum charge

4. Pre-Authorization of Non-Warranty Repairs

Allied Vision will consider the acceptance of this Return Materials Authorization to include pre-authorization for any applicable non-warranty charges (covering parts and labor) up to a total value of 120.00€/150USD.

Non-warranty items under this value will be repaired in good faith by the designated Allied Vision repair facility and returned to the customer upon completion without requirement of further verbal or written authorization.

5. Quotes

Quotes for non-warranty repairs (includes labor, materials, shipping) will be issued within:

Group A: 15 business days of receipt of the camera at our Osnabrück (Germany) facility.

Group B: 10 business days of receipt of the camera in Stadtroda (Germany) or Burnaby (Canada) facility.

You will have 30 days to indicate acceptance of this quote and authorize the repair. If the cost estimate is not approved by this period, the offer for repair shall be deemed to be rejected and the unrepaired product will be returned to you via EXW courier, and our minimum service charge invoiced against your existing account.

6. Warranty Claims

Repaired products will have a Repairs Warranty of 12 months from the time the customer has received the repaired camera. This extended warranty only covers the specific repair completed by the factory.

7. Shipping Costs

In-warranty: Customer pays transport to Allied Vision; Allied Vision pays return transport to customer.

Out-of-warranty: Customer pays transport in both directions.

8. Payment Methods

Please reference the "[Terms and Conditions of Sale](#)" on our website for more information.

9. Chain of Responsibility

Allied Vision accepts RMA requests only from the organization that originally purchased the camera(s). This insures technical and financial responsibility and awareness, and also protects the end-user in the event that a camera or system utilizes custom firmware, alternate startup settings, specially calibrated alignment, or other value-added modifications of which Allied Vision might not be otherwise aware.

10. Questions

If you have any questions about any of these policies, please contact the RMA team at rma@alliedvision.com.

Thank you!

Allied Vision Technologies Repair Team