

RMA

You want to send a product to MATRIX VISION? Please keep the following in mind:

Fill out the RMA form.

You will be forwarded to a confirmation page, if the form was sent successfully. At the same time you will receive a confirmation e-mail.

After receiving the RMA form, our support team will check it (within two days). If it is necessary to clarify some details, our support team will contact you. If everything is fine, ...

... please wait, until you get the RMA voucher.

You will receive a RMA voucher as a PDF.

Print out the PDF voucher and include it with your RMA shipment.

If you send a product without RMA voucher, we may decide to charge a single processing fee of 90,-- EUR.

Repairs under 250,-- EUR will be carried out without any quotation.

If no defect can be found we will charge a lump sum for testing of at least 60,-- EUR.

Debit notes are not accepted.

Our [general terms of business](#) apply. You can find information about the obligation of secrecy [here](#).

RMA form