

Velodyne LiDAR™

345 Digital Drive, Morgan Hill, CA 95037

RMA Request Form

Please fill out the form to request a Return Authorization Number as completely as possible in order for a RMA number to be issued in a timely manner.

Velodyne to complete this section:

<input type="checkbox"/> Warranty	<input type="checkbox"/> Non-Warranty	RMA# _____	▪ Issued by Velodyne
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Customer Contact Information: Requested By

Company Name		End User Name:	(required)
Contact Name		Phone #	
Reference# / PO#		E-mail	

Ship to Address: (This is where the sensor will be returned to after repair)

Company Name	
Address	
Address	
City, State, Zip, Country	

Return Shipping Information: Non-Warranty repairs - you are responsible for the return freight charges and any importation duties or taxes. Warranty repairs-Velodyne will pay for the return freight excluding any duties and/or taxes.

Carrier/service level (FedEx or UPS - Ground, 2day, etc.)		Account# (if left blank we will bill you)	
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Product Information:

Model Number		Serial Number	
IP address	_____	PCAP file available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Netmask		Please send if possible.	
Description of symptom			
Is a Failure Analysis Report Required?	<input type="checkbox"/> No <input type="checkbox"/> Yes* - *If a Failure Analysis Report is required there will be a \$400.00 (2 hours) charge added to the repair price for Non-Warranty (free of charge for warranty).		
Please if possible send a video, picture(s), PCAP file, or other evidence or supporting documentation of the problem.			

Please take note to read the next page for RMA Policies.

Standard Repair Pricing:

VLP-16	\$1,995.00*
HDL32	\$3,495.00*
HDL64	On a case-by-case basis

*Standard repair pricing which includes all upgrading/updating, but excludes any physical impacts, crashes, and end user physical damage. If you have voided the warranty by altering your sensor standard repair pricing will apply. If it is determined your sensor has incurred physical damage the standard repair price may not apply. Velodyne will generate a quote for the repairs and you will be contacted.

Upon completion send back either via e-mail to lidarservice@velodyne.com or fax 408-779-9208

RMA Request Form

RMA Policy:

- Returns should be sent to Velodyne within 15 days of the issuance of the RMA number or we can cancel the return authorization.
- All repair returns to Velodyne are to be shipped freight pre-paid with the carrier of your choice, it is the customer's responsibility to return the sensor no expense to Velodyne. – Freight Term, FOB-Destination or DDP. **For Warranty & Non-warranty repairs this information is required or we will bill you for any return freight importation duties or customs clearance fees.**
- The RMA# should be clearly printed on the package and or shipping label. All units without an RMA number will be refused. Please DO NOT send sensor(s) back to us without having an RMA issued and referenced on the outside of the box.
- All returns should be properly packed to prevent damage during shipping, and should be sent to the address at the top of this form. Ship the sensor in the original shipping container whenever possible, Velodyne will not return-ship in anything other than our approved packaging, you will be charged if a replacement shipping container is required.
- Velodyne is not responsible for any damages that occurred during the course of your shipping the unit to us for repair, and we will notify you of improper packaging and any damage upon receipt of the RMA sensor.
- After service repair has been completed, the repair labor and hardware associated with the repair will be warranted for 90 days after shipment or the remaining original warranty whichever is longer.

International Return Shipping Instructions/Policy

- Check with your broker for rules specific to your country regarding the return of goods for the purpose of repair.
 - Please do not send as a temporary export or on a carnet.
- When preparing your own Commercial Invoice or when preparing a Commercial Invoice via a standard courier template (UPS, FedEx, DHL) please make sure the following is noted on the Invoice:
 - Please note on commercial invoice - **Return of US Goods for repair.**
 - Make sure to specify the **incoterms as DDP** – (no USA importation duties and/or taxes for returning USA goods, but you are responsible for customs clearance fees into the USA)
 - It is important that the Harmonized code 9801.00.1012 be included on your commercial invoice. Velodyne is not responsible for duty/taxes/customs clearance fees imposed as a result of improper international shipping documentation.

Out-of-Warranty or Billable Repair Charges:

- There is now a standard repair charge for VLP-16 & HDL32 sensors, this is the price paid for any repairs and includes upgrading/updating sensor to the latest and greatest hardware and firmware.
- **Diagnostic Fee:** If your sensor is out of warranty there will be a 4 hour minimum labor charge of \$600.00 for Non-warranty (billable RMAs). This fee will be charged even if there is no problem found with your sensor. **By sending in your Out-of-Warranty/Billable repair you are agreeing to pay this minimum diagnostic fee.** If you choose to have your sensor repaired the diagnostic fee will be waived (not be charged).
- If a Failure Analysis Report is requested / required there will be a minimum charge of \$400.00 to provide the report and this price will be added in addition to the repair price. The charge is only for a non-warranty/billable repair only. FA reports for Warranty repairs are done at no charge to the customer.

Out-of-Box failures:

- If your sensor should not work immediately upon arrival at your facility, please notify us right away. Immediately document the conditions with, pictures, videos, PCAP files, etc.
- Velodyne will pay for the shipment back to us, as well as the import customs clearance fees (Exworks- Return of US Goods for repair) – You must be authorized to use our UPS or FedEx account number for shipment back to us.
- Velodyne will also pay for the return freight back to you excluding any duties and or taxes. If we decide to exchange the faulty unit with a new unit we will also pay for the return duties and or taxes unless you advise us not to do so.

Thank you for your business! – Velodyne Product Support

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