[CLICK HERE TO SUBMIT RETURN ON LINE (PREFERRED METHOD)](https://velodynesupport.zendesk.com/hc/en-us/requests/new?ticket_form_id=360000014593)

**Do Not Ship Sensor without an RMA Number or it will be returned**

Type of Return:  Warranty  Non-Warranty (Non-Warranty returns require a PO. Please contact customer service for pricing.)

Product Being Returned: Choose an item.

Serial Number: Click or tap here to enter text.

Company Name: Click or tap here to enter text.

End User Name: Click or tap here to enter text.

If you bought from a distributer, please provide distributer name: Click or tap here to enter text.

Shipping Account & Carrier# (Non-Warranty Only) Click or tap here to enter text.

Contact Name: Click or tap here to enter text.

Contact Phone # Click or tap here to enter text. Contact Email: Click or tap here to enter text.

Address to Return Repaired Sensor:

|  |
| --- |
| Shipping Address |
| City, State, Zip Code |
| Country. |

* Does the unit produce an image?  Yes  No
* If you have PCAP files that show the issue with the sensor, please submit your RMA request on line or email to [lidarservice@velodyne.com](mailto:lidarservice@velodyne.com)
* Is the cable cut or modified?  Yes  No
* If **Yes**, read the following:

-Return the Sensor with your own custom connector at the end of the cable, paired with a mating connector and “pigtail” cable (at least 3 ft long) with all wires exposed. If not, returning the Sensor without any of the above which will be subject to an **additional fee of at least $500 USD**

**Please describe the issue with your sensor: (Please be as detailed as possible)**

|  |
| --- |
|  |

**Please Mail or Bring Sensor To:**

**Velodyne Lidar Inc.**

**RMA Department RMA#\_\_\_\_\_\_\_\_**

**5521 Hellyer Ave.**

**San Jose, Ca. 95138**

**RMA Policy:**

* Returns should be sent to Velodyne within 30 days of the issuance of the RMA number or we can cancel the return authorization.
* 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 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.**
* 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 your shipment the unit to us for repair, and we will notify you of improper packaging and any damage upon receipt of the RMA sensor.
* Standard repair pricing which includes all upgrading/updating, but excludes any physical impacts, crashes, and or 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.
* After service repair has been completed, the repair labor and hardware associated with the repair will be warrantied 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)
  + 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 a standard repair charge for all sensors. This is the price paid for any repairs along with any upgrade or updates for the sensor.

**Thank you for your business!**