



Return Materials Authorization Request Form

Please fill out the following form to request a RMA number as completely as possible in order for a RMA number to be issued. Upon completion, either email to dave.santos@velodyne.com or fax to 408-779-9208. Once the paperwork is processed, a RMA number will be issued within 48 hours; Velodyne will contact you to issue the assigned RMA number.

Requested By:

Company Name	
Your Name	
Velodyne Customer ID	
Phone Number	
Fax Number	
E-mail Address	
Repair Ticket #	

Requested For: (If different then above)

Customer Name	
Customer Phone	

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

Name of Addressee	
Address	
Address	
City, State, Zip	
Country	

Sensor Information:

Model Number	
Serial Number	
Date of Purchase	
Description of symptom	

RMA Policy:

- Returns should be sent to Velodyne within 15 days of the issuance of the RMA.
- The RMA number should be clearly printed on the package and or shipping label. All units without an RMA number will be refused.
- All returns should be properly packed to prevent damage during shipping, and should be sent to the address at the top of this form.
- Velodyne is not responsible for any damages that occurs during the course of your shipping the unit to us, and will notify you of any damage upon receipt.
- When a unit is being exchanged or returned for credit, it must have all original accessories, parts, and packing.