



Return Merchandise Authorization

RMA


mo-Vis bvba

Biebuyckstraat 15 D

9850 Nevele - Belgium

Website: www.mo-vis.com

E-mail: contact@mo-vis.com

Telephone : +32 9 335 28 60

(please enter the obtained RMA number here)

RMA Number :

Please complete the following document and email the form back to us. Add this completed document also to the box when returning the goods.

Your details :

Company Name :

Company Address :

Telephone :

Fax :

E-mail :

Contact Name :

Your Ref/PO No :

Product details :

Order Code	Product Name	Serial number	Reason for Return /Fault description

Further comments / Fault Description :

Description of the RMA procedure.

The RMA procedure (Return Merchandise Authorisation) describes the process of returning a product to diagnostic and solve a problem with received goods or products in use.

Covered articles

All goods bought from and delivered by mo-Vis bvba, Biebuyckstraat 15 D 9850 Nevele Belgium.

Reason for return

- Too many articles are ordered or delivered.
- Articles are wrongly ordered or delivered.
- Articles are damaged or are not working when delivered.
- Defective products

In **all** cases a filled in RMA document with an RMA number is required with any return.

In case of returning goods for repair, a detailed description of the problem must be added with the returned faulty product.

The RMA document can be downloaded from our website: www.mo-vis.com or can be obtained by email : contact@mo-vis.com .

RMA number

To obtain a RMA number you need to contact mo-Vis by call, email or website <http://www.mo-vis.com/en/contact> . Explain the reason for the return of the material.

mo-Vis will handle your request and according to their findings, an RMA number will be provided. This RMA number should be used and noted clearly on the RMA document.

Validity of the RMA number

The goods need to be sent within 10 working days upon receipt of the RMA number. After these 10 days, the provided RMA number is no longer valid.

Return Shipment, state of received goods

The goods need to be packed well and send back to mo-Vis bvba, Biebuyckstraat 15 D 9850 Nevele Belgium.

Please add the completely filled in RMA document clearly visible at the outside of the package. The reason for the return should always be stated clearly on the RMA document.

Goods, badly packed and/or shipments without RMA document with RMA number will not be accepted and will be available for return or will not be accepted upon arrival.

It is solely up to mo-Vis bvba to decide if the returned goods will be accepted.

Delivery of too many goods or wrongly delivered goods

Wrongly delivered goods and/or delivery of too many goods can be returned and refunded when mo-Vis bvba is informed within 10 working days after date of invoice.

The refunding of goods which have been ordered wrongly or when too many goods have been ordered can be taken into consideration. A restocking fee of 10% of the sales price with a minimum of 50 Euros will be charged. The return costs are at the sender's expenses.

The returns of goods which are wrongly delivered or when too many goods are delivered by mo-Vis bvba are at the expenses of mo-Vis. Of course no restocking fee will be charged.

mo-Vis bvba will take care of transport and restocking.

Delivery of damaged or defected goods

In case damaged or defected goods are delivered, please contact mo-Vis bvba. If contacted within 10 working days after invoice date mo-Vis bvba will look for a suitable agreement.

Defective goods in use

Used goods which become defective have to be investigate by mo-Vis.

mo-Vis will storage used goods upon arrival in quarantine. After disinfection of the goods,

mo-Vis will determine the problem and decides whether it is a warranty case or not.

The customer will be informed about the state of the goods and the possible actions/solutions.

No costs for repair, replacement and return will be invoiced by mo-Vis in warranty cases.