

Any product returned to PerfectVision Manufacturing, Inc. must first be issued a Return Merchandise Authorization. Do not send back any item that is not approved on the RMA.

To receive an RMA, contact us at 1-800-205-8620 ext. 2620 or visit our website at www.perfect-vision.com, My Account.

Criteria for warranty credit:

- Call/E-mail/Fax or Online request for RMA – Once RMA has been approved and emailed back to you, place the reference label on the outside of package to be sent back.
- Product is to be in original manufacturing packaging.
- Eligibility for a FedEx® prepaid shipping label will be determined at the time the RMA is created and you will be advised upon completion of your RMA.
- Upon receipt of product it shall be verified that: Equipment is free from abuse or misuse of any kind, goods have all accessories originally shipped with unless otherwise specified, and product meets all warranty standards and policies as set forth by the manufacturer including testing when applicable.

Upon discovery of a defective item you may be eligible for a FedEx® prepaid shipping label based on PerfectVision Manufacturing, Inc.'s policy. In this instance you will print the label, affix to package(s) and give to an authorized representative to return. PerfectVision Manufacturing, Inc. will not accept any COD shipments. With any merchandise being returned the RMA label is to be attached to the package(s) being returned. All merchandise returned to PerfectVision Manufacturing, Inc. must be complete in the original manufacturer's packaging with all accessories included at the time of receipt.

Any equipment being returned for credit with no defects will be the dealer's responsibility to ship. All approved returns will be given credit. For non-defective equipment a 15% restocking fee will be applied against the selling price of the item.

Non-defective equipment can only be returned within 10 business days of the invoice date. Please contact a Returns Specialist for specific details of the warranty.

Product availability, specifications, programs and prices subject to change.