

17 January 2022

RETURNED UNIT/S PROCESS

Dear Valued Clients,

More to often clients return devices to the office with no or little information as to why the devices are being returned. For us to ensure a more efficient return process, we will no longer be able to accept any RMA's unless the below steps have been completed by the client.

- Please log the RMA website (link provided below)
<https://vsprojects.atlassian.net/servicedesk/customer/portal/2/group/8/create/31>
- In the notes section please provide more details about the device or upload your report via the attachment function.
- Please ensure that IDs are included on all returned documentation
- All RMA reports or queries must go via the support team on email: thuso@visiosoft.co.za and copy ben@visiosoft.co.za
- The RMA's will have a minimum lead time of 2 weeks and works on que system.
- The support team will be in contact with you regarding the outcome of the RMA. Should the device still be in the warranty conditions the device will be replaced.
- Should it be outside the warranty or warranty conditions the repairs or replacement will be for the client's own cost.
- All courier costs and arrangements are for client's own cost.

Your support is much appreciated!

Your sincerely,

Visiosoft