

We are very proud to have built thousands of Visage VDU's and shipped them all over the world for clubs, courses, and resorts to enjoy the benefits of Visage. Like any electronic product, especially those exposed to the elements, there's a chance a VDU may need to be returned for repair. We believe our RMA process is simple to follow with assistance from your Connected Account Manager (CAM). Over the years we have found once we receive the VDU back for repair that a good percentage of them arrive with "No Fault Found". This means that we have tested the VDU and have found it to be fully functioning. We simply open the box, thoroughly test, and then return the VDU back to your facility. We call this the dance of the brown box with our friends at UPS.

On a serious note, this is critical since several days and sometimes weeks are involved in shipping depending on your geographical location. Time is money, and if you allow the CAM's the opportunity to assist in troubleshooting over the phone prior to removal, together we can minimize the impact to the golfer's experience and downtime of a cart resulting in lack of optimal fleet rotation.

Let's take a few minutes up front to save possibly weeks with your RMA's.

### Pro Tips:



#### Obtain Knowledge

- Watch the RMA & Troubleshooting tutorials on [Visagehelp.com](http://Visagehelp.com)



#### Seek Assistance

- Using a cell or cordless phone, contact your CAM from the car exhibiting the problem. With your assistance, the CAM can usually remedy the problem without requiring the VDU to be sent in for repair!

#### Be Expedient

- In the event the unit does need to be repaired, replace the VDU with a spare and send the defective unit back immediately. DO NOT hold the unit until you have used all your spares; sending it back asap will ensure you always have a spare available.