### **RMA Form**

**RMA** is a modern online tool designed to register service repair requests. It allows you to track the repair process from your panel and keep you informed about everything on a regular basis.

#### How to submit a service request?

- Select the Customer Zone tab (if you are not logged in, you will be asked for a login and password)
- Choose RMA tab and add new RMA
- Enter the serial number of the device in the "Serial number" field
- Follow the instructions that will appear under the field

The system will automatically assign you an individual RMA number. Keep it! You will need it to identify your service request and to mark the package with damaged equipment that will be send to us.

# In the RMA tab, you can check previous service requests and create new ones

KONCEPT-L SPOLKA ARCYJNA Wersja BETA		Search fo	r Product Q			Cart 1 <b>1</b> 369,44 PLN
A PRODUCTS  ≡ SER	vice 🗸 solutions	∽ support ∽ a	Bout us 🗸 shopping 🤟 contact 🗸			
CUSTOMER ZONE	Subm	itted RMA	+ Add RMA			
🗄 Orders	RMA	Repair No.	Device name	Serial No.	RMA filing date	Document status
<ul> <li>Price Inquiries</li> <li>Sales Quotes</li> </ul>	RMA_00002816	SRW/2021/2860	Gilotyna do drukarki Citizen CL-S621/CL- S631/CL-S521	5684578945612	2021-07-09	Zgłoszenie zarejestrowane
Invoices	RMA_00002816	SRW/2021/2859	Czytnik kodów kreskowych Voyager 1250G	12312412352352352	2021-07-09	Zgłoszenie zarejestrowane
🗐 SO Releases	RMA_00002816	SRW/2021/2858	Czytnik kodów kreskowych Voyager 1250G	15616	2021-07-09	Zgłoszenie zarejestrowane
🖺 RMA 🔶	RMA 00002731	SRW/2021/2683	Terminal danych MC930P	S1724300502713	2021-07-01	Zgłoszenie zarejestrowane
🗷 Company Details	RMA_00002725	SRW/2021/2667	INNE	1234567899	2021-06-30	Zgłoszenie zarejestrowane
≗ Employees	RMA_00002708	SRW/2021/2613	kolektor danych mt-90	123456789123456789	2021-06-28	Zgłoszenie zarejestrowano
🕸 Your Account	RMA_00002331	SRW/2021/1739	Terminal POS PMKCOBRA 15	COB15184N0029	2021-04-22	Zakończone
Consents	RMA_00002211	SRW/2021/1461	Czytnik kodów kreskowych Voyager 1250G	Test	2021-04-02	Zgłoszenie zarejestrowane
Promotions	RMA_00002210	SRW/2021/1460	Czytnik kodów kreskowych Voyager 1250G	Test	2021-04-01	Zgłoszenie zarejestrowane
Remaining Credit Limit	RMA_00002209	SRW/2021/1459	Czytnik kodów kreskowych Voyager 1250G	Stest	2021-04-01	Zgłoszenie zarejestrowane
15000,00 PLN	RMA_00002198	SRW/2021/1446	Czytnik kodów kreskowych Voyager 1250G	wfwfwf	2021-03-31	Zgłoszenie zarejestrowane

### Add new RMA

	NEW RMA FORM	
	STEP 1 OF 4 - CONFIRMATION	×
PLEASE NOTE: That lack of a description of the fau	no damage or resignation from the repair will result a fee being charged for diagnosing the devices according to	the standard net rates:
Printers: PLN 70-150; Barcode scanners: PLN 50-15	Collectors, POS terminals, tablets PC: PLN 100-150.	
Add a device		
		_
Device name:	Enter the device name	
Enter SN:	Enter the serial number	
Fault type:	Select the tune of fault	
i dui type.	Select the type of idula.	The name of the product and
	Enter a description of the fault	- the type of fault should be
Fault description:		Selected from the list
	Maximum 500 characters	
	CANCEL ADD	
	PLEASE NOTE: That lack of a description of the fault,         Printers: PLN 70-150; Barcode scanners: PLN 50-150;         Add a device         Device name:         Enter SN:         Fault type:         Fault description:	Device name:       Enter the device name         Fault type:       Select the type of fault         Fault type:       Select the type of fault         Fault description:       Enter a description of the fault         Maximum 500 characters       CANCEL       ADD

#### Enter the address to which the repaired product will be returned. You can use the address provided during registration or enter a new one.

CUSTOMER ZONE	Submitted RMA	+ Add RMA				
自 Orders			NEW RN	A FORM		
In Price Inquiries	STEP 2 OF 4 - CONFIRMATION				×	
D Sales Quotes	PLEASE NOTE: That lack of a desc	ription of the fault, no dan	age or resignation from the repair w	ill result a fee being charged for diag	nosing the devices according to the standard net rates:	
Invoices	Printers: PLN 70-150; Barcode scar	nners: PLN 50-150; Collect	ors, POS terminals, tablets PC: PLN 10	0-150.		
🗐 SO Releases	Enter delivery address					
🗈 RMA						
📧 Company Details	Delivery address:		0	Enter a new delivery address:	۲	
名 Employees						
🕸 Your Account	* Name:	Enter company na	me			
🗹 Consents						
\$ Promotions	* Street:	Enter the street na	me			
Remaining Credit Limit				1		
15000.00 PLN	* House No.:	Enter the house n	umber	Flat No.:	Enter the apartment number	
				]		
	* Postcode:	Enter postcode		* City:	Enter a city name	
				Bac	k Next	

## The third step gives you the last opportunity to check the data, after clicking "Send RMA" you will no longer be able to withdraw or edit the form.

CUSTOMER ZONE	Submitted RMA	+ Add RMA			
🛱 Orders			NEW RMA F	FORM	
In Price Inquiries			STEP 3 OF 4 - CON	IFIRMATION	×
D Sales Quotes	PLEASE NOTE: That lack of a descri	ption of the fault, no damage or re	signation from the repair will res	sult a fee being charged for diagnosing the devices accord	ling to the standard net rates:
Invoices	Printers: PLN 70-150; Barcode scanr	ners: PLN 50-150; Collectors, POS t	erminals, tablets PC: PLN 100-15	0.	-
🗐 SO Releases	Products list				
🗈 RMA	No. Device name	Serial No.	Fault type	Eault description	
🗷 Company Details					
Lemployees	1 INNE	224242	Zawiesza się	test	
🕸 Your Account	Return address				
☑ Consents					
\$ Promotions					
Remaining Credit Limit				Back	Submit RMA
15000,00 PLN					

CUSTOMER ZONE	Submitted RMA + Add RMA		
🗄 Orders		NEW RMA FORM	
In Price Inquiries		STEP 4 OF 4 - CONFIRMATION	×
🛱 Sales Quotes			
Invoices			😝 Print 🖶 Print the label
🗐 SO Releases	YO	UR RMA HAS BEEN REGISTERED WITH THE NUMBER RMA_(	00002949
🖺 RMA			
🗷 Company Details	Sender	Recipient	
L Employees	PCMiZ JAKUB SZCZEPANIAK: Przy Bażantarni 8/1, 02-79		
🕸 Your Account	POISKa	03-244 Warszawa, Polska	
🗹 Consents	Submitted devices		
\$ Promotions	Submitted devices		
Remaining Credit Limit	No. Device name	SN number Fault type	
15000,00 PLN	1 INNE	224242 Zawiesza się	
	Fault description		
	test		
			Print the la

#### **STICK THE LABEL TO THE PACKAGE**

29.06.2021 etykieta Serwis RMA NADAWCA: **ODBIORCA**: Kontrahent Testowy Koncept-L Spółka Akcyjna Ulica Ulica Wenecka 12 Warszawa 03-244 Warszawa Nr zgłoszenia RMA\_00002188

Stick the label on the outside of the package that you send to Us. This will allow to recognize the package immediately upon receipt and speed up the repair&return process.