RMA Procedure for repair service

This document describes how to request a Return Material Authorization (RMA) for Repair Service

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1 Repair Service policy

Units older than 10 years are considered no more repairable.

To know if your unit can be repaired, you may find the month/year of production through the plate attached to the rear cover. An example of this plate is shown in the figures below:

2 Repair costs

Units under warranty are repaired without charges unless hardware fault is due to manumission or external causes.

A quotation for repair units out of warranty will be provided you referring to RMA numbers.

Items for which estimate is not accepted or for which estimation has been expired (after 30 days and after one reminder) will be returned with a charge for investigation costs plus transport costs.

2.1 Shipments costs

Before shipping any good to Exor International you MUST request RMA from our website to obtain RMA number and shipping information as explained later into this document.

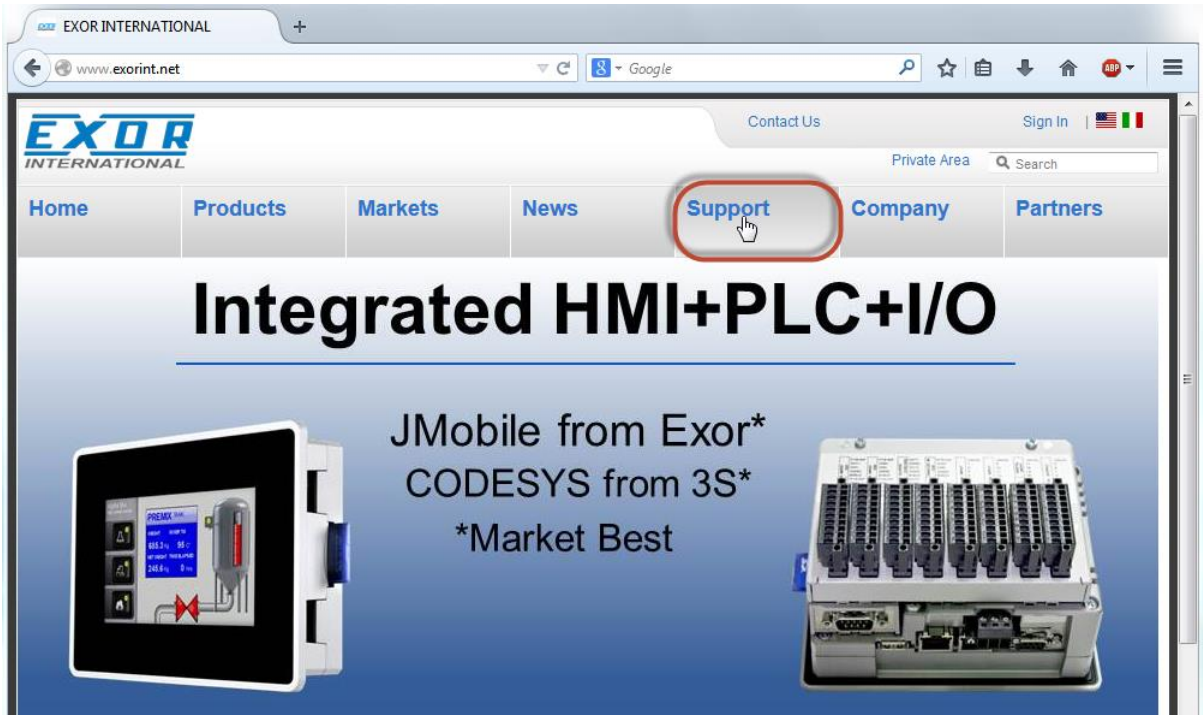
Shipment costs from you to Exor International are always at your charge.

For units under warranty: shipment of repaired goods from Exor International to you is free of charge.

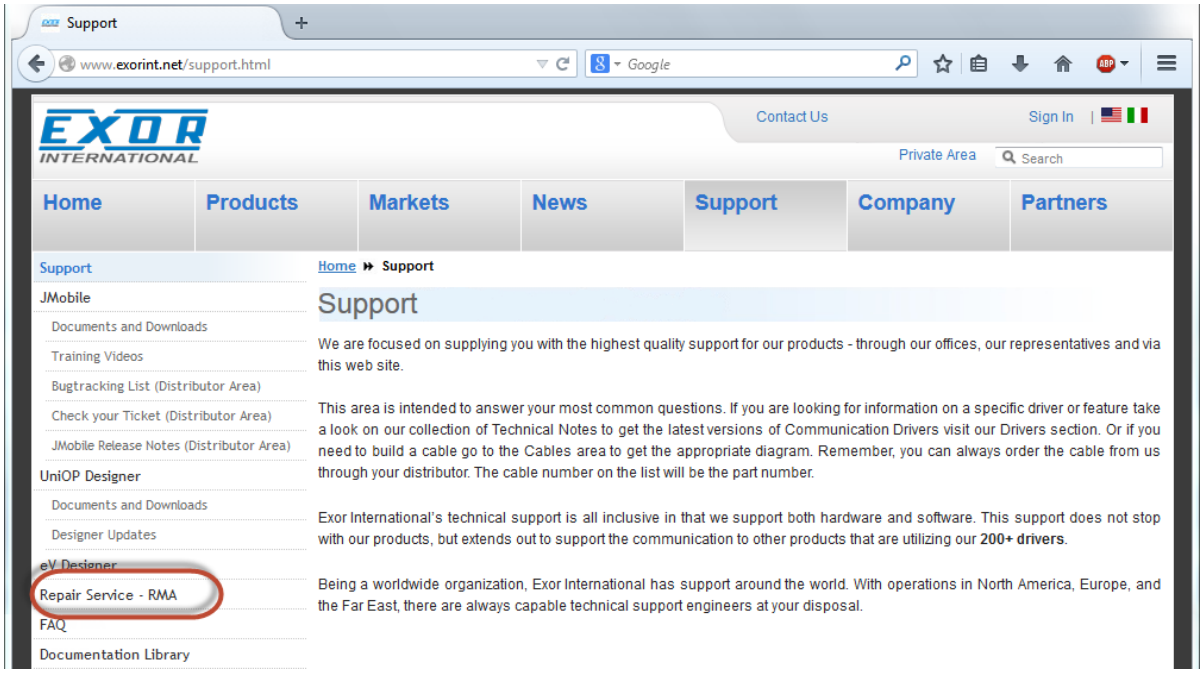
For units out of warranty: transport costs from Exor International to you will be charged.

3 RMA procedure

RMA procedure can be done accessing “Support” section of our website: www.exorint.net



Here you need to select “Repair Service – RMA” link on the left side-bar:



Into “Repair Service – Return Material Authorization” page, you will find all steps in order to complete the RMA request:

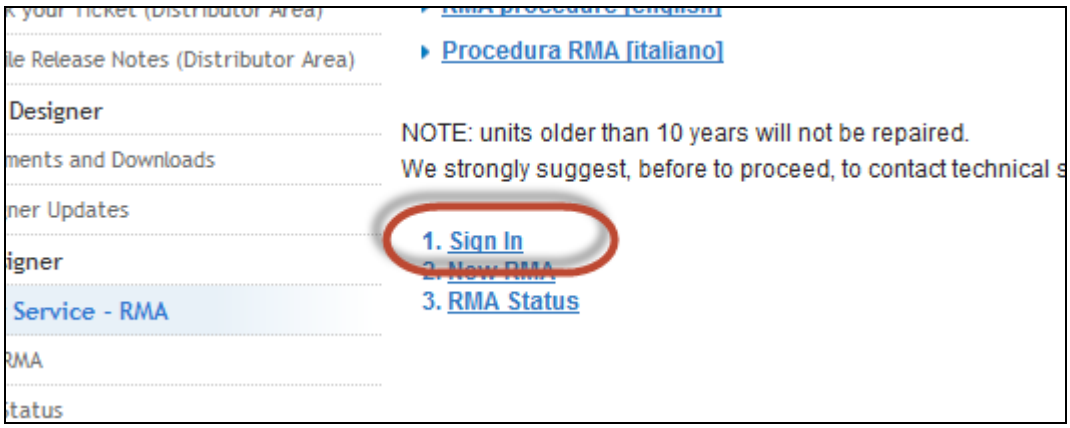
1. Sign In
2. Request an RMA
3. Check your RMA Status

as showed into below figure:

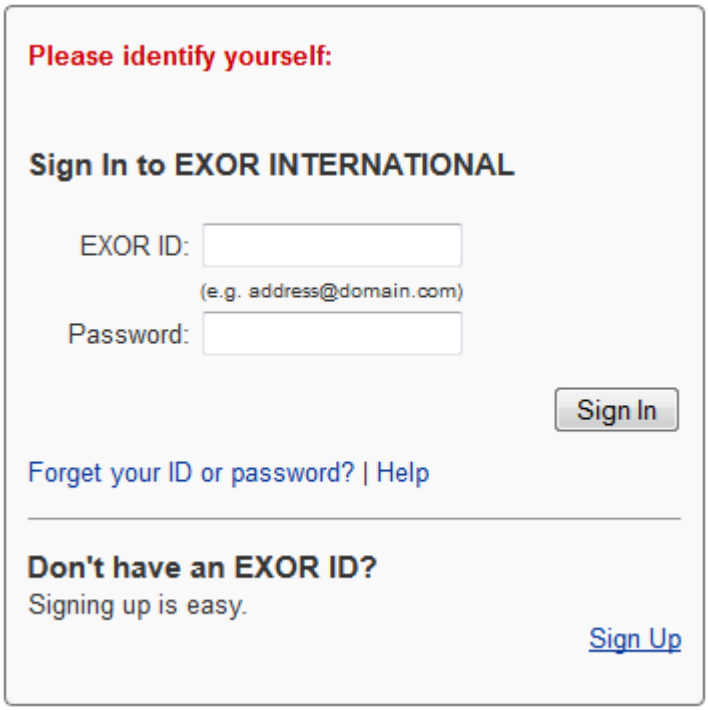
All phases are explained into next chapters.

3.1 Sign In

First of all you must login with your Exor International credentials ID by click on link “Sign In” showed below:



Then you will access to “Sign In” page:



If you don’t have an Exor ID you can register by “Sign Up” link as showed into above picture.

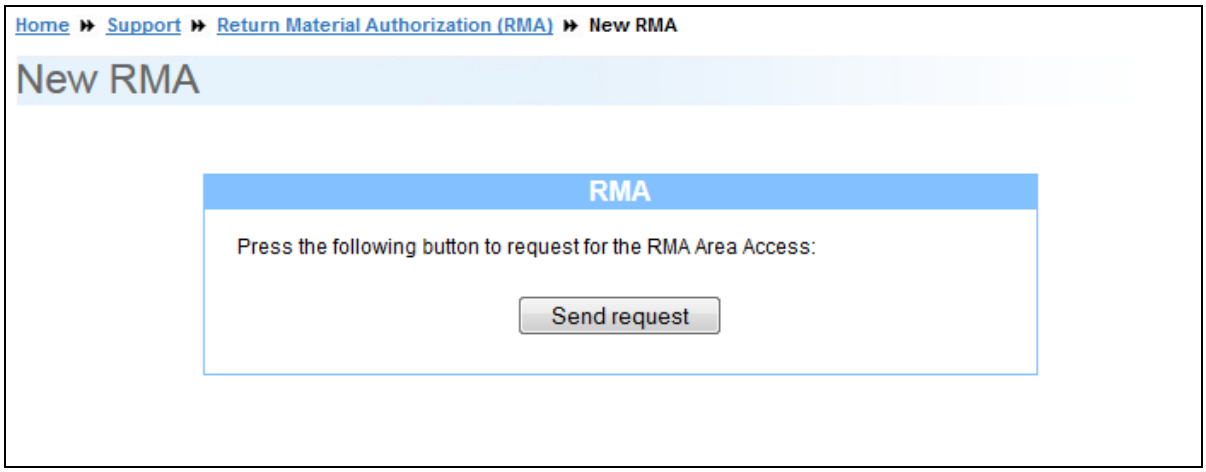
WARNING: Sign Up registration process can take up to 20 minutes. If you try to login before completion of registration process your access will be rejected.

If Sign In succeeded you may proceed to request a new RMA.

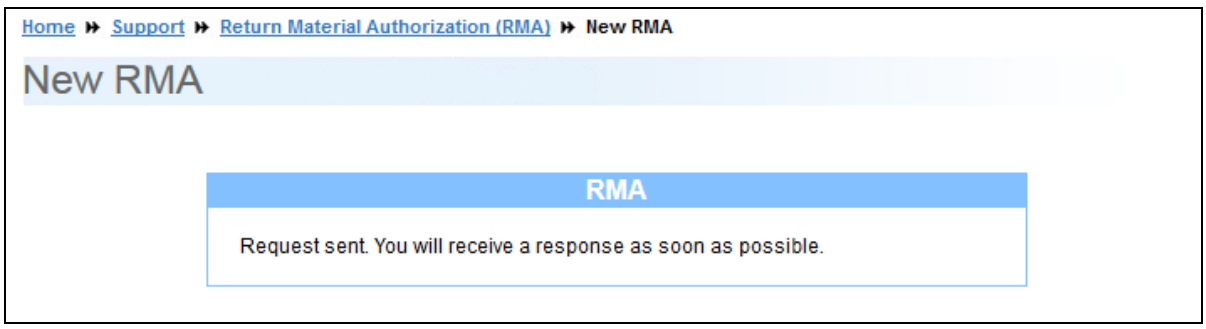
3.2 Request a new RMA

To request a new RMA you may press “New RMA” link as showed below:

By default, newly registered users on our website are not enabled to get direct access to RMA Area, so you need first to request access by click on button “Send request” as below:



Then you will receive confirmation that your access request will be processed:

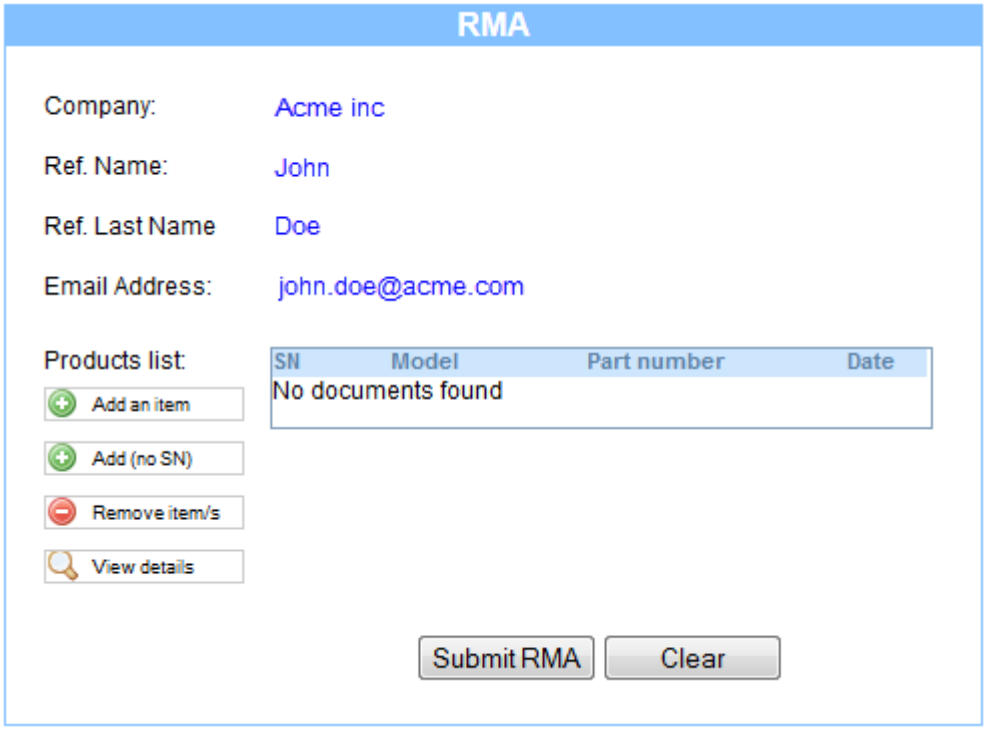


and an email will inform you that you can access the RMA Area.

NOTE: Request to access the RMA Area is needed only for at the first time.

When your RMA Area access is granted, after click on “New RMA” link you will be able to fill the RMA form. As per image below, the system will show your references as per your Sign In:

- Your Company Name
- Your Name
- Your Last Name
- Your email address

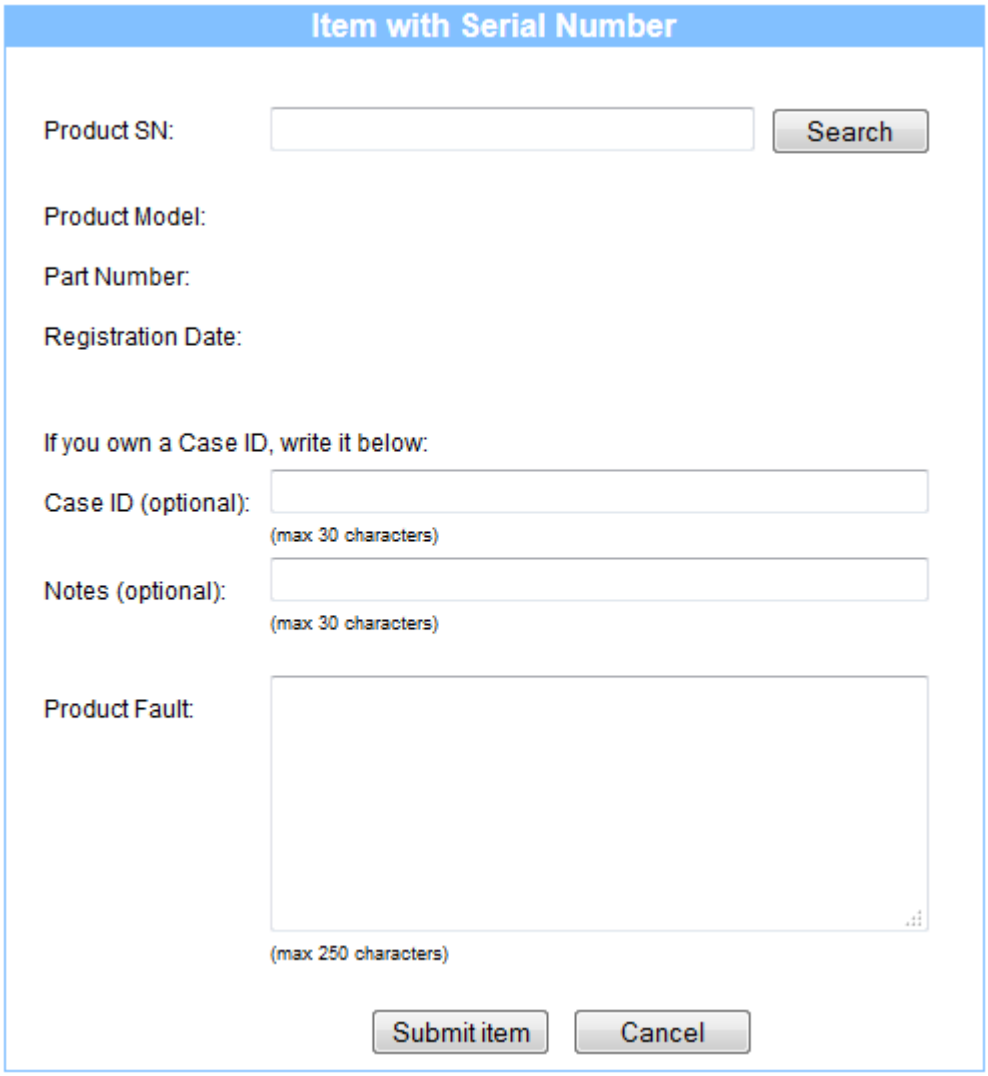


Into “Product list” you may include all items for which you are requesting RMA. You can manage Products list by using left side buttons:

- Add an item
- Add (no SN)
- Remove item/s
- View details

3.2.1 Add an item

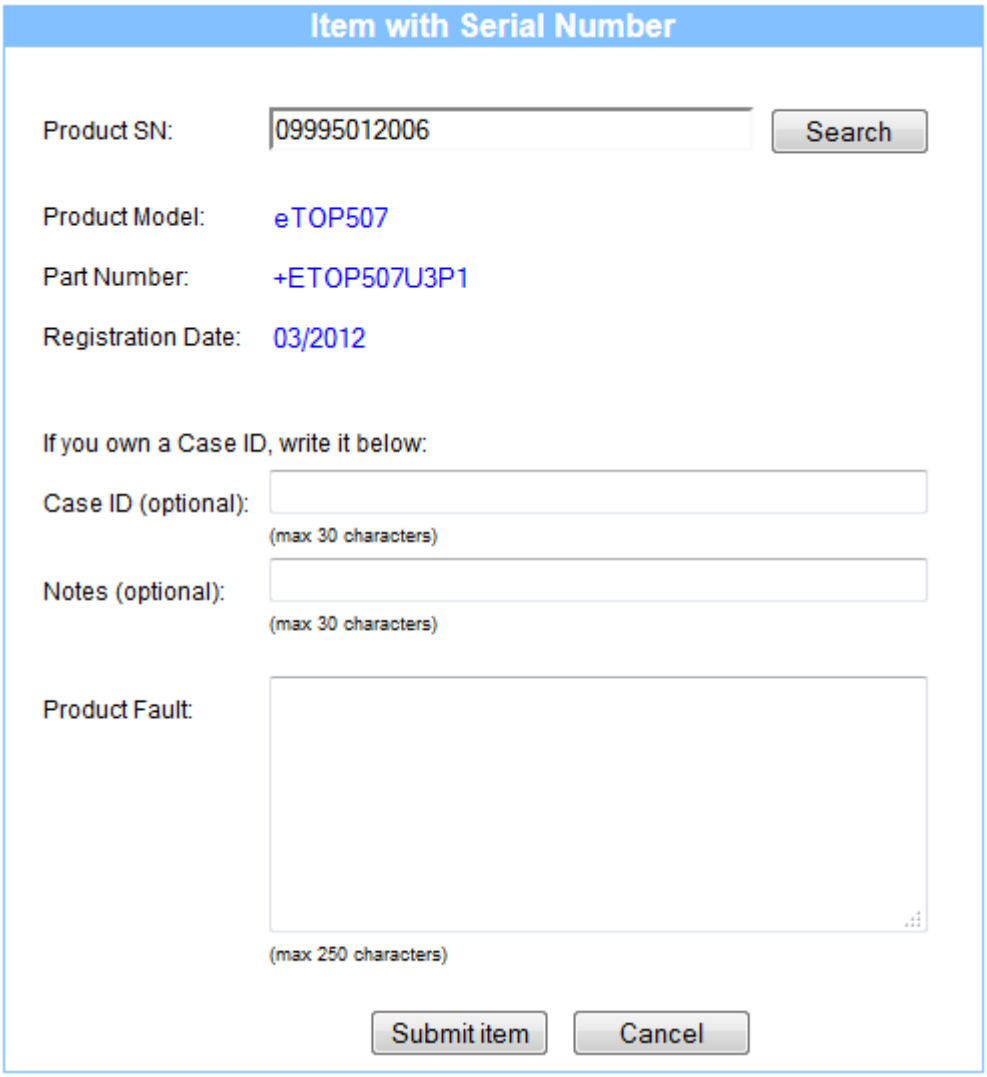
Using “Add an item” button you will asked to type in the product Serial Number.
Product’s Serial Number may be found on the plate attached to the rear cover.
An example of this plate is shown in Chapter 1.



Once typed Serial Number and selected “Search” button, the system will propose you:

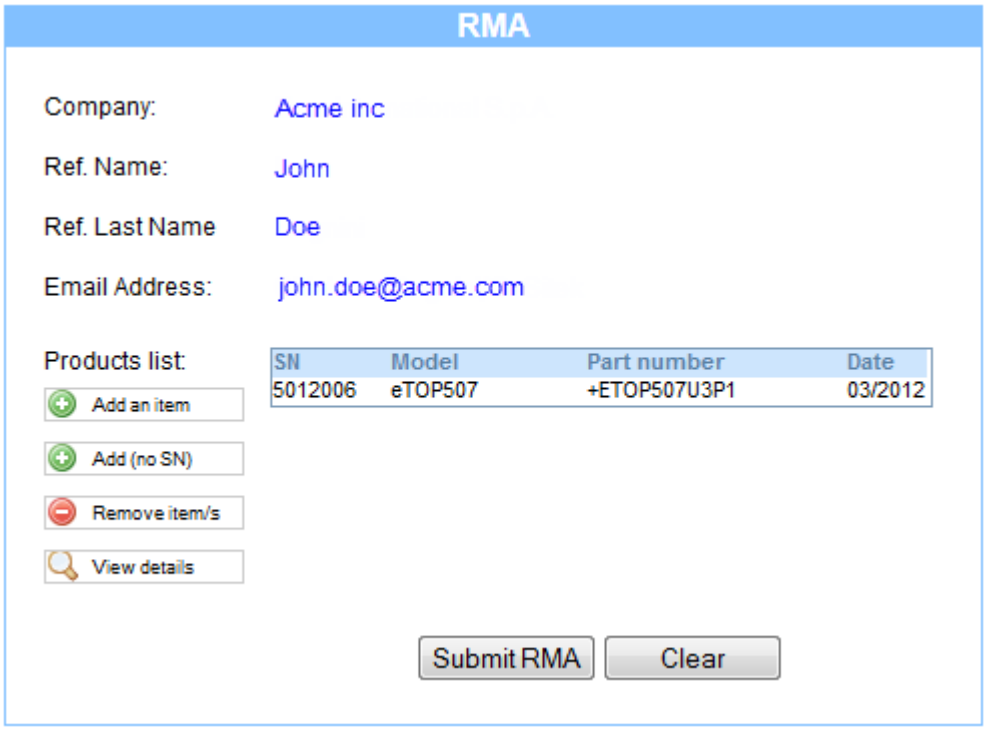
- Product Model
- Part Number
- Registration Date (as production lot)

So you can cross-check that Serial Number provided refer to the correct unit

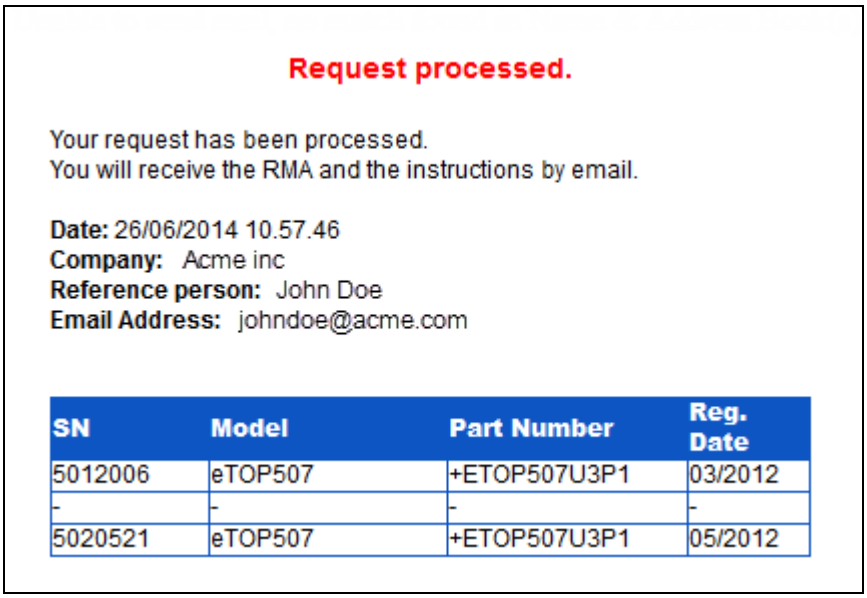


Then you are required to specify the fault declaration into “Product Fault” field.
If Exor International Technical Support has been involved into analysis of the issue we kindly ask you to specify the Case ID number. This reference can be found into email subject exchanged with technical support team, for example: “Case ID: 201403502”

Once finished you can confirm addition with “Submit item” button and the item will be listed into Products List as per image below:



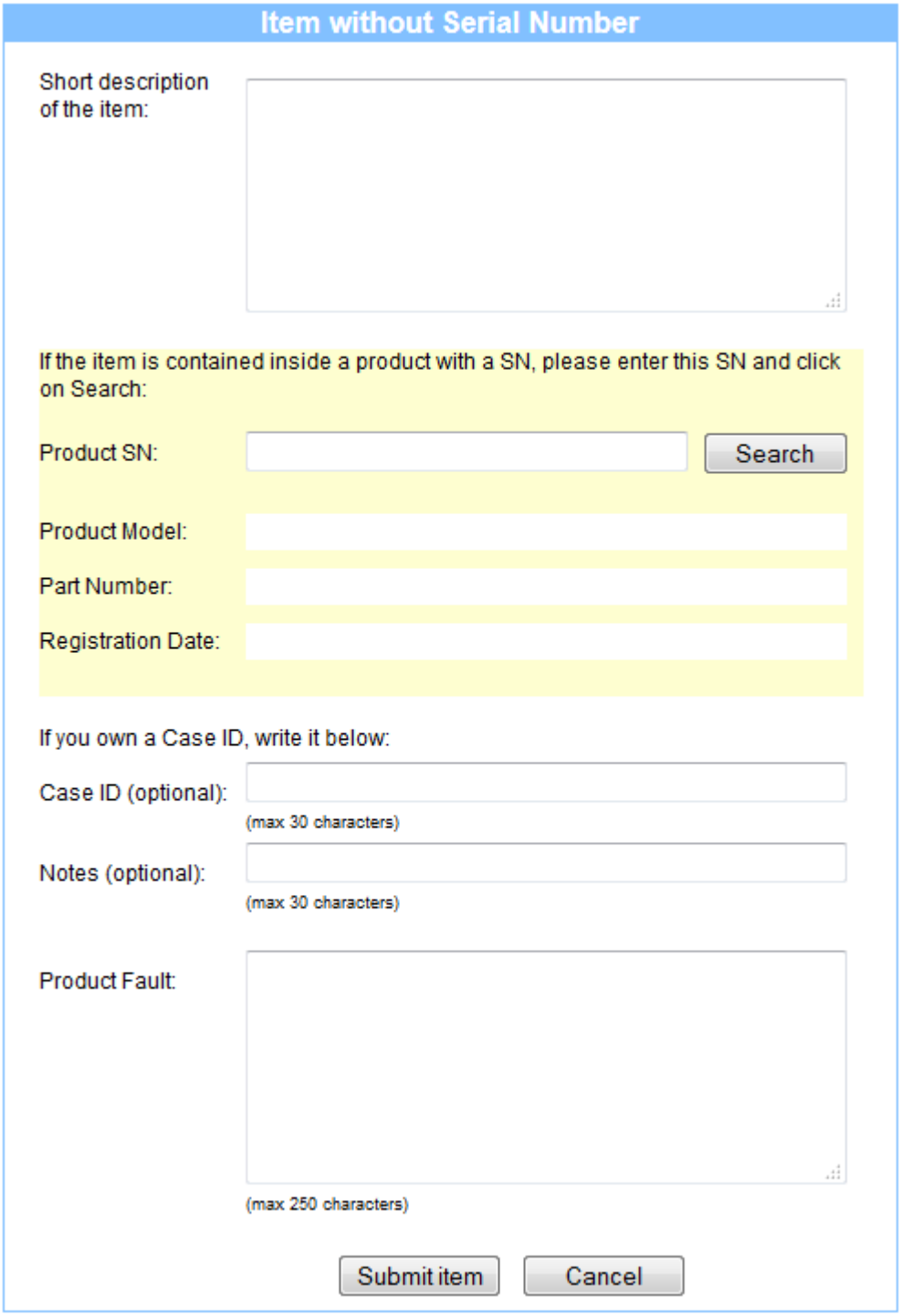
When you finished adding all items to Products list, you can send your RMA enquiry with button "Submit RMA". A confirmation of submission will be displayed:



When RMA request will be accepted by repair service, you will receive an email with RMA number and shipping instruction.

3.2.2 Add no SN

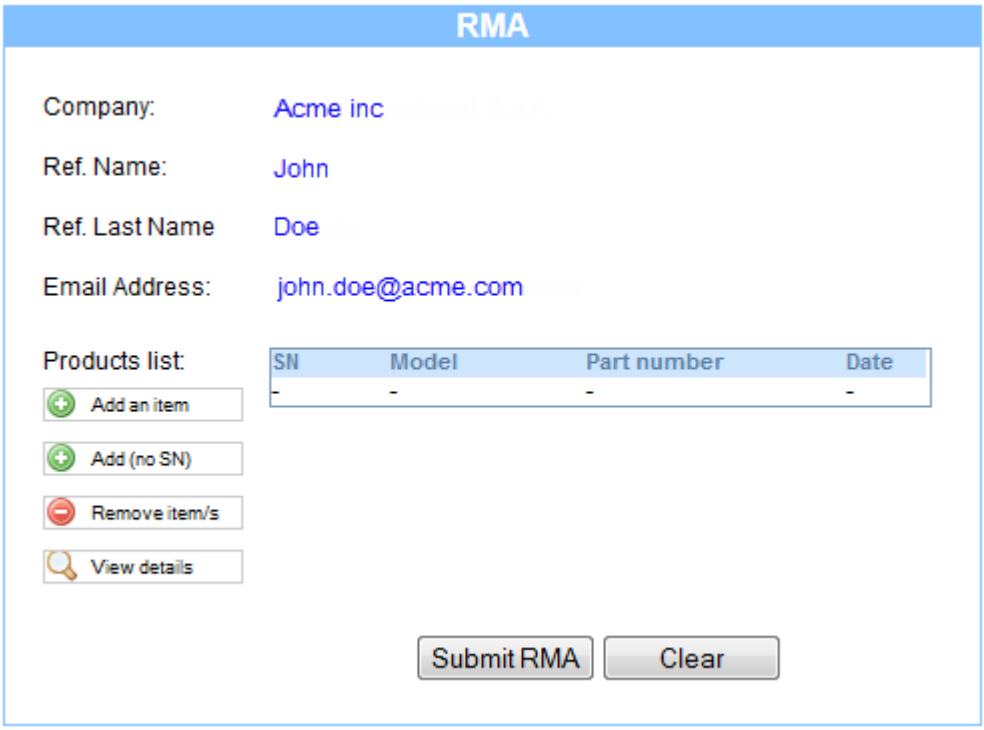
Using “Add no SN” button you may request an RMA for spare parts or item without a Serial Number. You will be asked to describe the item you want to return, or indicate the Serial Number from which the item has been taken:



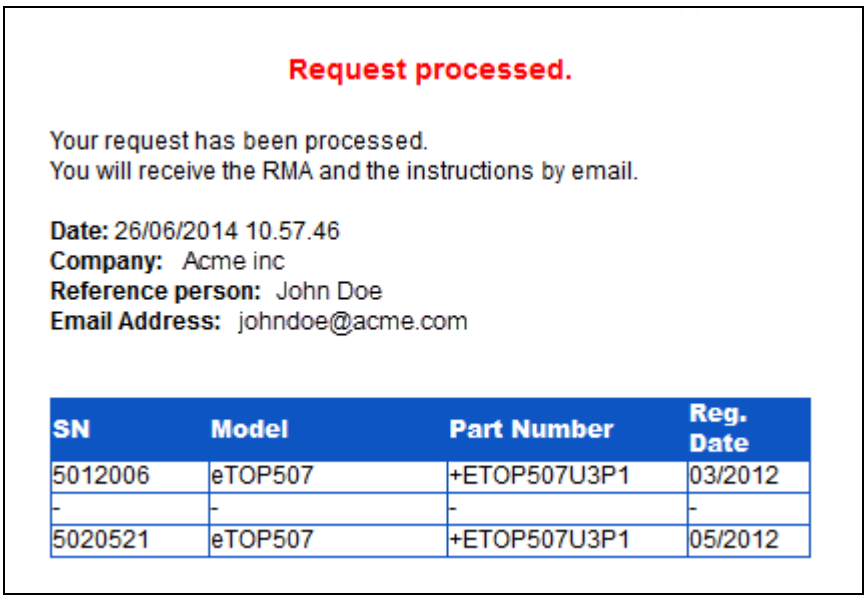
Then you are required to specify the fault declaration into “Product Fault” field.
If Exor International Technical Support has been involved into analysis of the issue we kindly ask you to specify the Case ID number. This reference can be found into email subject exchanged with technical support team, for example: “Case ID: 201403502”

Once finished you can confirm addition with “Submit item” button.

Into Products List, the row referring to an item without serial number shows “-“ characters:



When you finished adding all items to Products list, you can send your RMA enquiry with button “Submit RMA”. A confirmation of submission will be displayed:



Request processed.

Your request has been processed.
You will receive the RMA and the instructions by email.

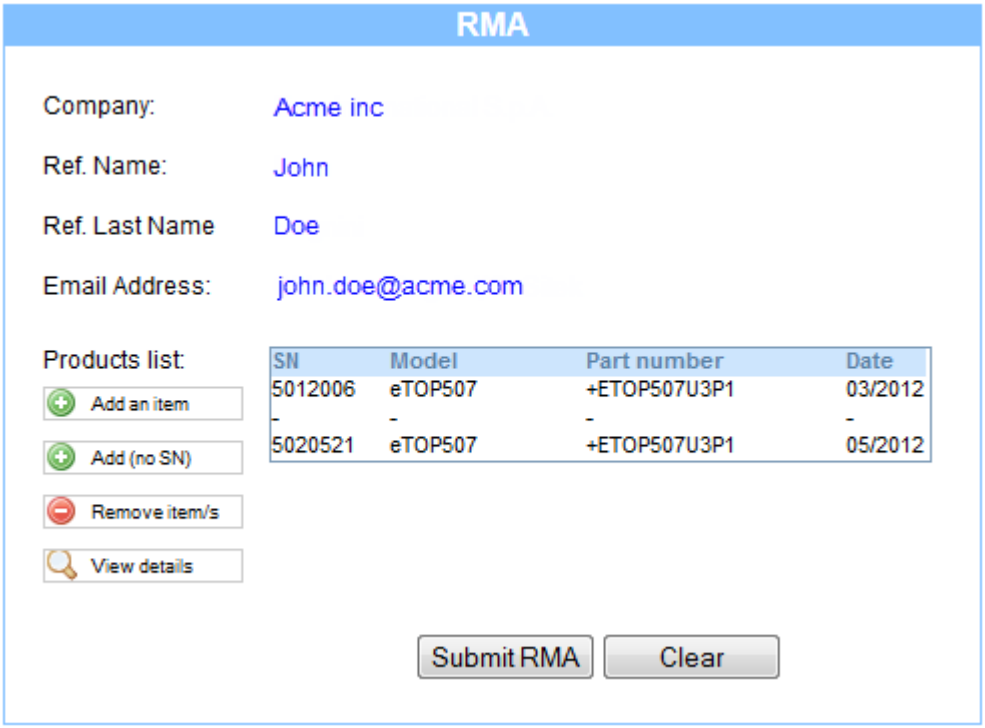
Date: 26/06/2014 10.57.46
Company: Acme inc
Reference person: John Doe
Email Address: johndoe@acme.com

SN	Model	Part Number	Reg. Date
5012006	eTOP507	+ETOP507U3P1	03/2012
-	-	-	-
5020521	eTOP507	+ETOP507U3P1	05/2012

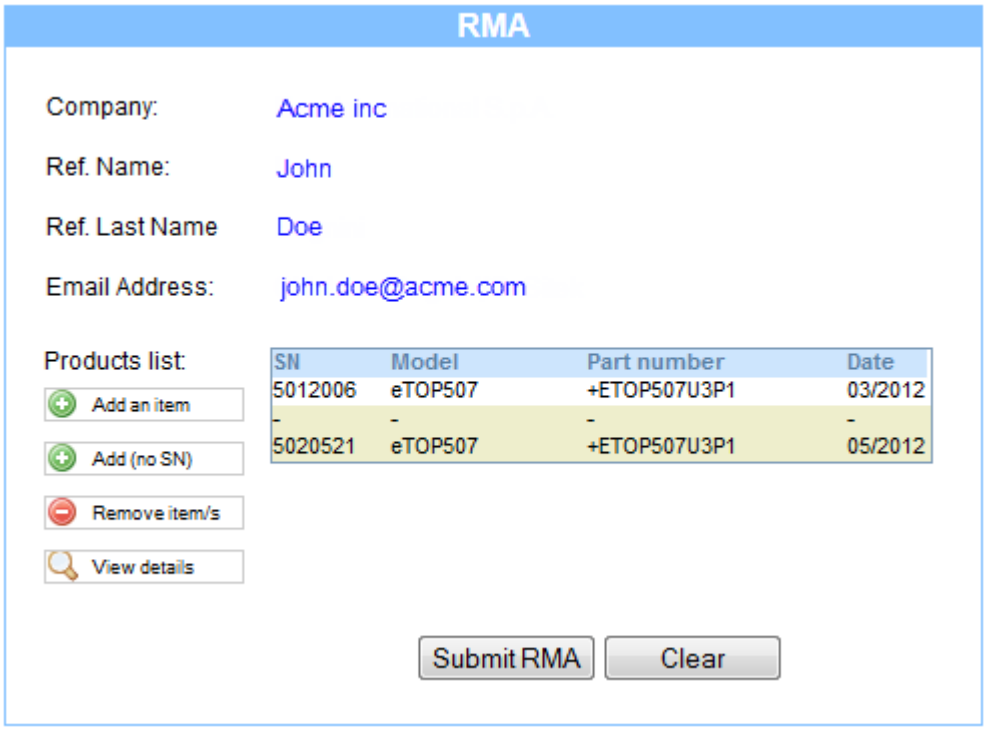
When RMA request will be accepted by repair service, you will receive an email with RMA number and shipping instruction.

3.2.3 Remove item/s

You can remove one or more items included into Product list. To select multiple rows you can hold CTRL keyboard button while selecting row with mouse:

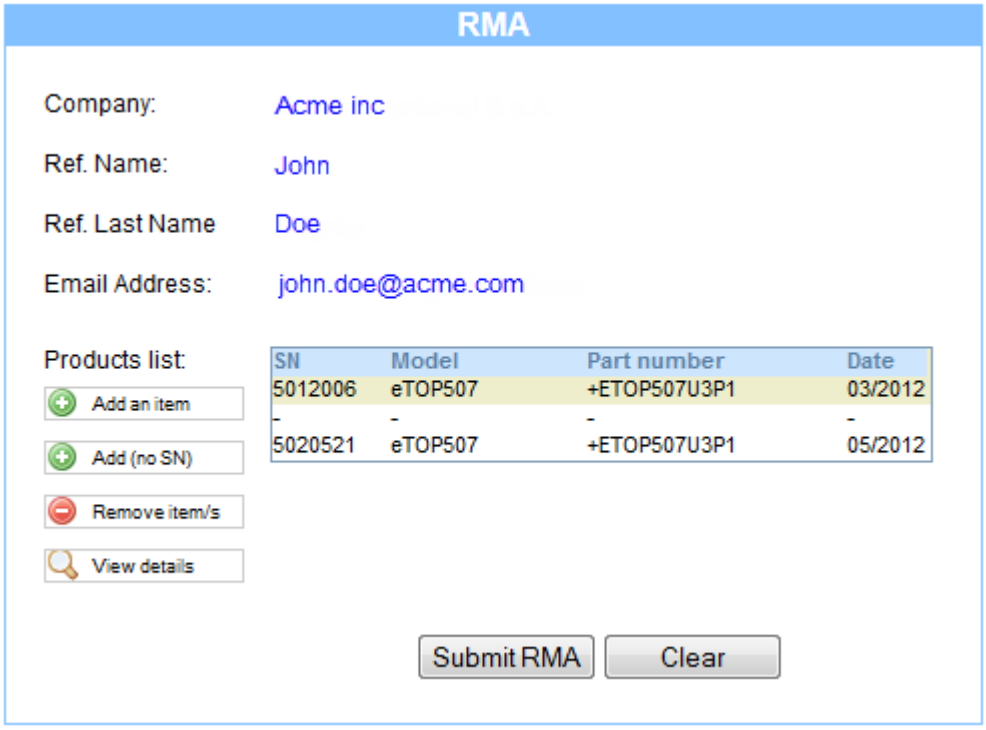


The selected items will be highlighted, then you may click on “Remove item/s” button.

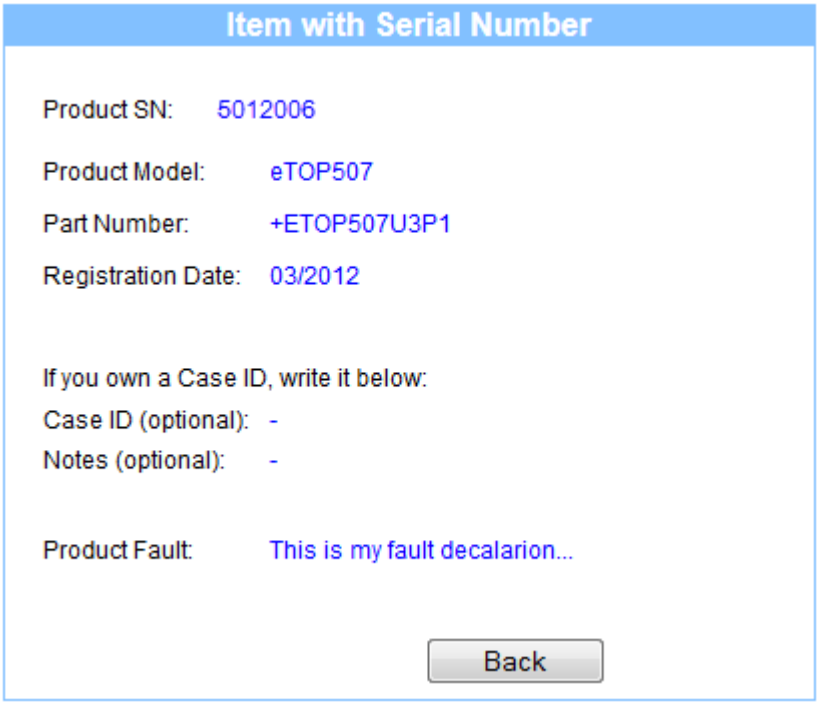


3.2.4 View details

From Product list, you can access item's details.
You need first to select one of the rows, and then click on "View details" button:

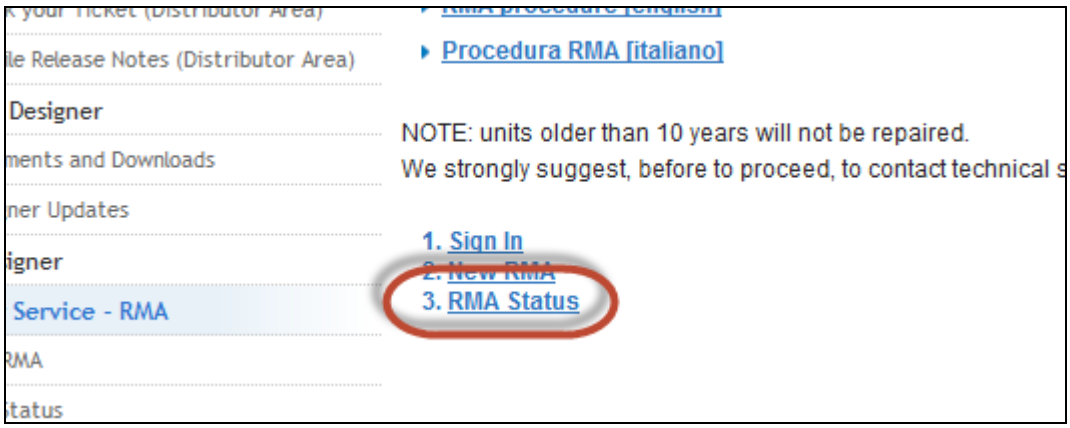


And you will get item informations:



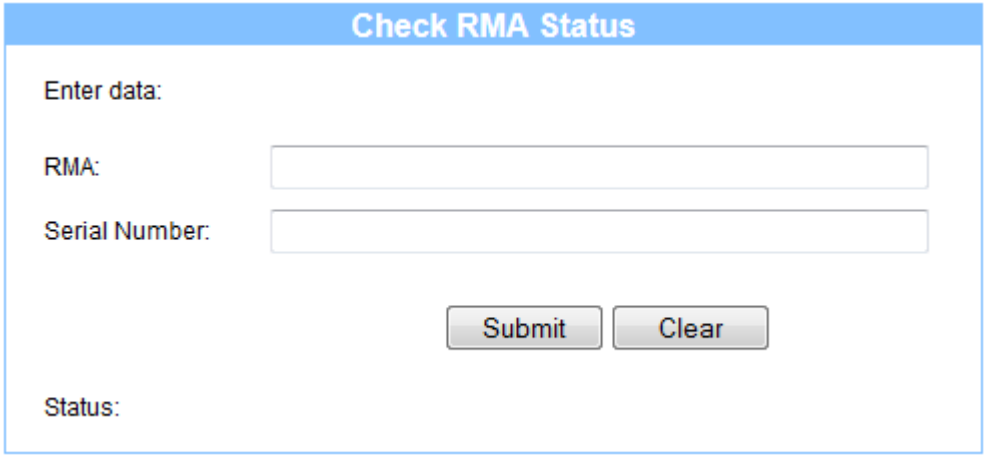
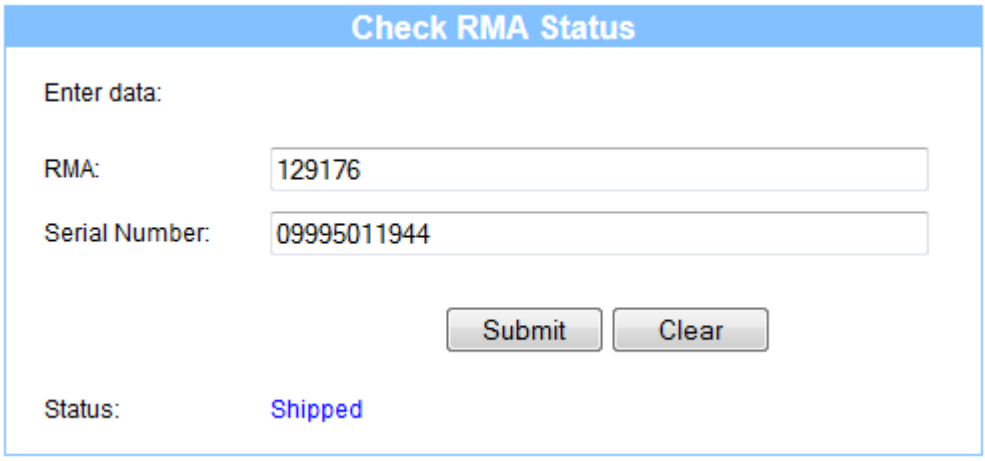
3.3 Check your RMA status

When you have submitted your RMA request you can check status of your RMA enquiry by link “RMA Status”:



Once selected, you will be prompted to insert:

- RMA number
- unit Serial Number



Then you will receive indication of current status of your RMA