

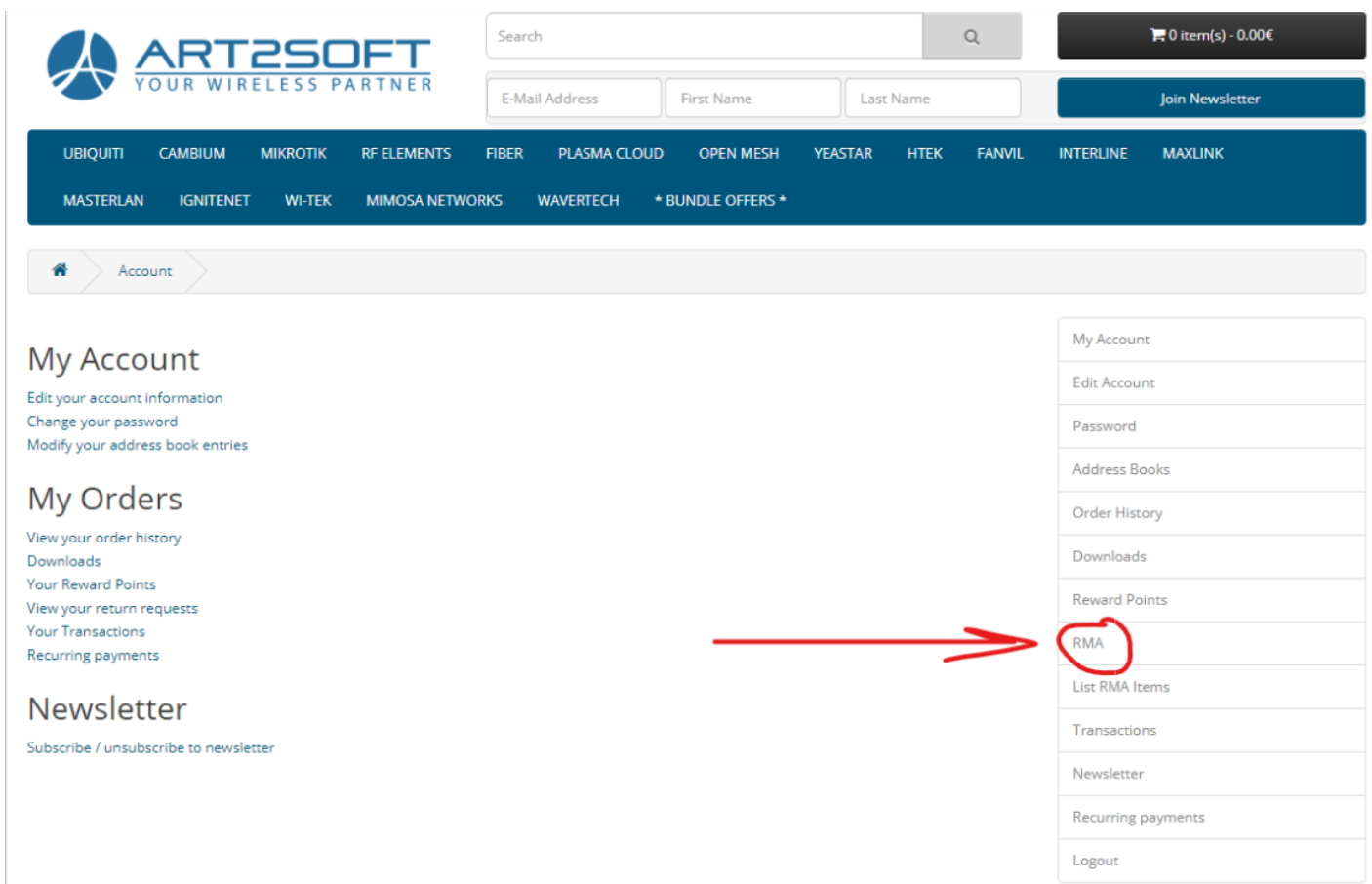
How to submit RMA's

How to submit RMA's

Go to cy-wireless.com/ and log in to your account.


If you do not know your account details, please call us at +357 22 814244 and request your account details.

After you have logged in, click 'RMA' on the right side of your screen.



The screenshot shows the ART2SOFT website interface. At the top, there is a search bar and a shopping cart icon showing 0 items for 0.00€. Below the header, there is a navigation bar with various product categories like UBIQUITI, CAMBIUM, MIKROTIK, etc. The main content area is titled 'My Account' and includes links for editing account information, changing passwords, and modifying address book entries. There is also a 'My Orders' section with links for viewing order history, downloads, reward points, return requests, transactions, and recurring payments. A 'Newsletter' section is at the bottom left. On the right side, there is a vertical sidebar menu with links: My Account, Edit Account, Password, Address Books, Order History, Downloads, Reward Points, RMA, List RMA Items, Transactions, Newsletter, Recurring payments, and Logout. A red arrow points to the 'RMA' link in this sidebar.

After that, you will see a screen with all of your RMA requests. To create a new RMA request, click the '+' (plus) sign.

**ART2SOFT**
YOUR WIRELESS PARTNER

0 item(s) - 0.00€

Join Newsletter

UBIQUITI CAMBIUM MIKROTIK RF ELEMENTS FIBER PLASMA CLOUD OPEN MESH YEASTAR HTEK FANVIL INTERLINE MAXLINK

MASTERLAN IGNITENET WI-TEK MIMOSA NETWORKS WAVERTECH * BUNDLE OFFERS *

Account > RMA Requests List

RMA Requests List

RMA Batch Code

Batch Status

Date Closed

Date Created

Date Submitted

Clear

Search

You have not made any previous RMA requests accordingly to filter options!

Continue

+

My Account

Edit Account

Password

Address Books

Order History

Downloads

Reward Points

RMA

List RMA Items

Transactions

Newsletter

Recurring payments

Logout

Once clicked, you will see a screen in which you will have to enter some notes for the item(s) that you are submitting to your RMA request (these are basically your notes). An example of a customer note would be:

2 x UAP-AC-LR (Broken Antenna, No Power)

1 x UAP-AC-M (No Power)

After writing your own batch customer notes, click 'Continue'.

RMA Request Information

* Batch Customer Notes:

Batch Customer Notes

Continue

My Account

Edit Account

Password

Address Books

Order History

Downloads

Reward Points

RMA

List RMA Items

Transactions

Newsletter

Recurring payments

Logout

After clicking 'Continue', you will see a screen with three tabs. Click again 'Continue'.

RMA Request Information

1. RMA Request Details

2. RMA Items

3. Message History

RMA Batch Code: NOT YET SUBMITTED

Creation Date: 01/07/2020

Batch Status: Draft

* Batch Customer Notes:

2 x UAP-AC-LR (Broken Antenna, No Power)
1 x UAP-AC-M (No Power)

Continue

My Account

Edit Account

Password

Address Books

Order History

Downloads

Reward Points

RMA

List RMA Items

Transactions

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Recurring payments

Logout

Once you click 'Continue', the next screen is the second tab in which you will enter each product

information that are for the RMA request.

If you cannot find the purchase invoice of a specific product, please call us at +357 22 814244 so we can tell you. We will need the Serial Number in order to search the invoice number.

UBIQUITI CAMBIUM MIKROTIK RF ELEMENTS FIBER PLASMA CLOUD OPEN MESH YEASTAR HTEK FANVIL INTERLINE MAXLINK

MASTERLAN IGNITENET WI-TEK MIMOSA NETWORKS WAVERTECH * BUNDLE OFFERS *

Account RMA Requests List RMA Request Edit

RMA Request Information

1. RMA Request Details 2. RMA Items 3. Message History

Product Code ^	Product Serial#	Purchase Invoice#	Item Status	Action
Showing 0 to 0 of 0 (0 Pages)				

* Product Code

Product Code

* Purchase Invoice#

Purchase Invoice#

* Product Serial#

Product Serial#

* Problem Description

Save

Back

My Account

Edit Account

Password

Address Books

Order History

Downloads

Reward Points

RMA

List RMA Items

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Logout

If you wish to add more than one product for the RMA request, click the 'Save' button once you have filled in the information for the first RMA, and continue adding more products.

After you have added the product(s), click on the 'RMA' button on the right side of your screen to take you to the main page where you can see all of your RMA requests.

At this point, your RMA is a 'draft'. This means that it has yet to be submitted as an RMA request. Once you are ready with your RMA request, click 'Submit/Dispatch' button (3rd button) to submit it.

RMA Requests List


RMA Batch Code

Batch Status


All

▼


Date Closed




Date Created



Date Submitted



Clear

 Search

RMA Batch Code

Creation Date ^

Submit Date

Close Date





Batch Status

Action

NOT YET SUBMITTED

01/07/2020

Draft



Continue

My Account

Edit Account

Password

Address Books

Order History

Downloads

Reward Points

RMA

List RMA Items

Transactions


Newsletter

Recurring payments

Logout

Please call us at +357 22 814244 to notify us that you have created an RMA request. We will check it and accept it or reject it, depending if the product(s) is/are under warranty. If accepted, you will now see 'Approved for Dispatch' under the Batch Status of your RMA request.

Now, you must print the document (2nd button) and submit it again (3rd button). Once you have printed the RMA request document, please bring the document along with the RMA items to our premises.

 Account RMA Requests List

RMA Requests List


RMA Batch Code

Batch Status


All

▼


Date Closed




Date Created



Date Submitted



Clear

 Search

RMA Batch Code

Creation Date ^

Submit Date

Close Date

Batch Status




Action

AS-RMA-2020-41

01/07/2020

01/07/2020

Approved for Dispatch



Continue

My Account

Edit Account

Password

Address Books

Order History

Downloads

Reward Points

RMA

List RMA Items

Transactions

Newsletter

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Logout

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