

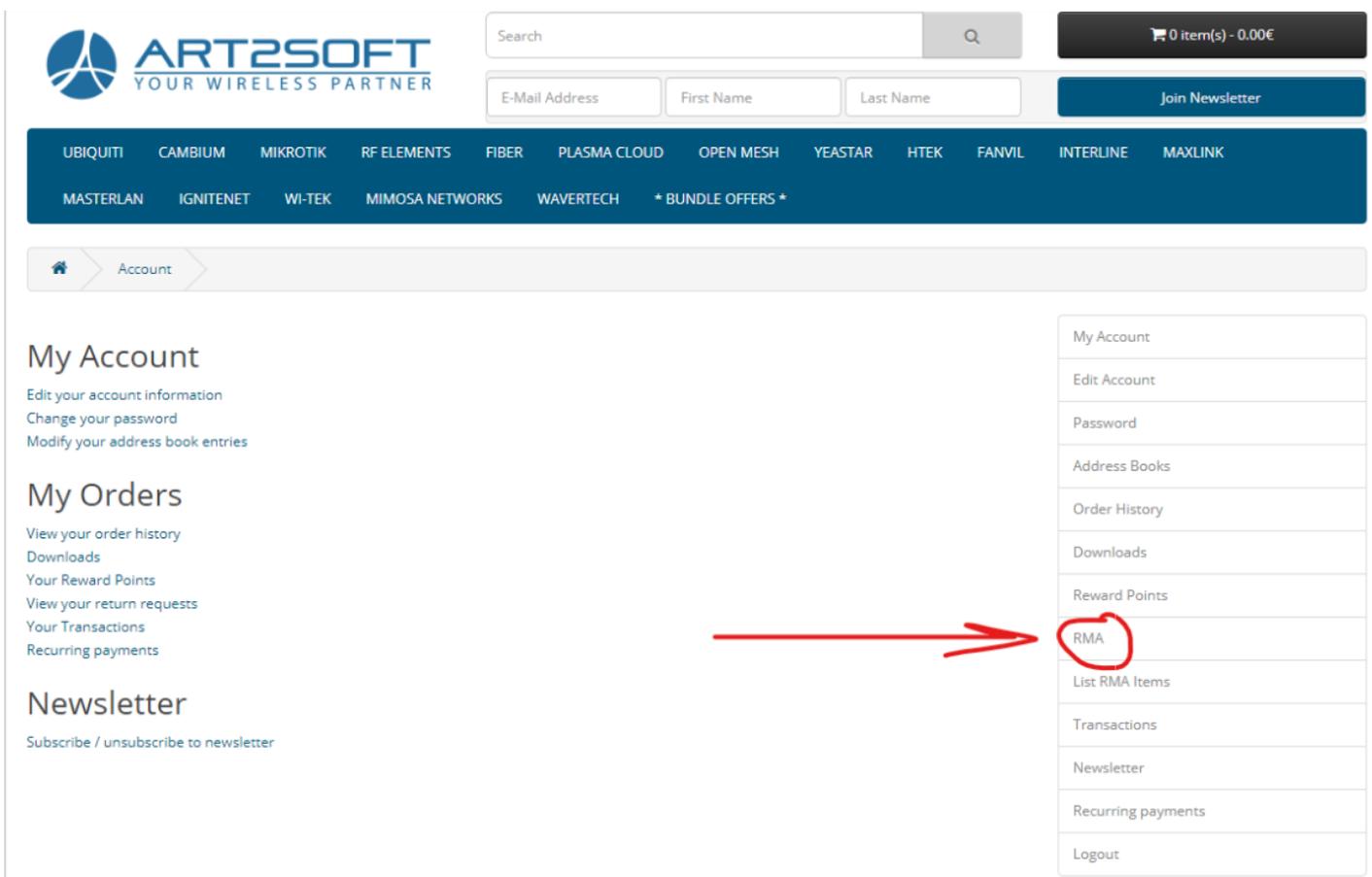
# How to submit RMA's

## How to submit RMA's

Go to [cy-wireless.com/](http://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 left is the logo and tagline "ART2SOFT YOUR WIRELESS PARTNER". To the right is a search bar and a shopping cart icon showing "0 item(s) - 0.00€". Below the logo are input fields for "E-Mail Address", "First Name", and "Last Name", along with a "Join Newsletter" button. A dark blue navigation bar contains various product categories: UBIQUITI, CAMBIUM, MIKROTIK, RF ELEMENTS, FIBER, PLASMA CLOUD, OPEN MESH, YEASTAR, HTEK, FANVIL, INTERLINE, MAXLINK, MASTERLAN, IGNITENET, WI-TEK, MIMOSA NETWORKS, WAVERTECH, and \* BUNDLE OFFERS \*. Below this is a breadcrumb trail "Account". The main content area is titled "My Account" and includes links for "Edit your account information", "Change your password", and "Modify your address book entries". Under "My Orders", there are links for "View your order history", "Downloads", "Your Reward Points", "View your return requests", "Your Transactions", and "Recurring payments". A "Newsletter" section offers to "Subscribe / unsubscribe to newsletter". On the right side, a vertical menu lists account options: My Account, Edit Account, Password, Address Books, Order History, Downloads, Reward Points, RMA (circled in red with a red arrow pointing to it), List RMA Items, Transactions, Newsletter, Recurring payments, and Logout.

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

Search

0 item(s) - 0.00€

E-Mail Address First Name Last Name 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: RMA Batch Code

Batch Status: All

Date Closed: Date Closed

Date Created: Date Created

Date Submitted: 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'.

- UBIQUITI
- CAMBIUM
- MIKROTIK
- RF ELEMENTS
- FIBER
- PLASMA CLOUD
- OPEN MESH
- YEASTAR
- HTEK
- FANVIL
- INTERLINE
- MAXLINK
- MASTERLAN
- IGNITENET
- WI-TEK
- MIMOSA NETWORKS
- WAVERTECH
- \* BUNDLE OFFERS \*

# 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
- Newsletter
- 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  
Transactions  
Newsletter  
Recurring payments  
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

- My Account
- Edit Account
- Password
- Address Books
- Order History
- Downloads
- Reward Points
- RMA
- List RMA Items
- Transactions
- Newsletter
- Recurring payments
- Logout

RMA Batch Code:  Batch Status:

Date Closed:  Date Created:  Date Submitted:

| RMA Batch Code    | Creation Date ^ | Submit Date | Close Date | Batch Status | Action |
|-------------------|-----------------|-------------|------------|--------------|--------|
| NOT YET SUBMITTED | 01/07/2020      |             |            | Draft        |        |

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.

# RMA Requests List

- My Account
- Edit Account
- Password
- Address Books
- Order History
- Downloads
- Reward Points
- RMA
- List RMA Items
- Transactions
- Newsletter
- Recurring payments
- Logout

RMA Batch Code:  Batch Status:

Date Closed:  Date Created:  Date Submitted:

| 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 |        |

Revision #6

Created Tue, Jun 30, 2020 3:05 PM by [Admin](#)

Updated Wed, Jul 1, 2020 11:06 AM by [Admin](#)