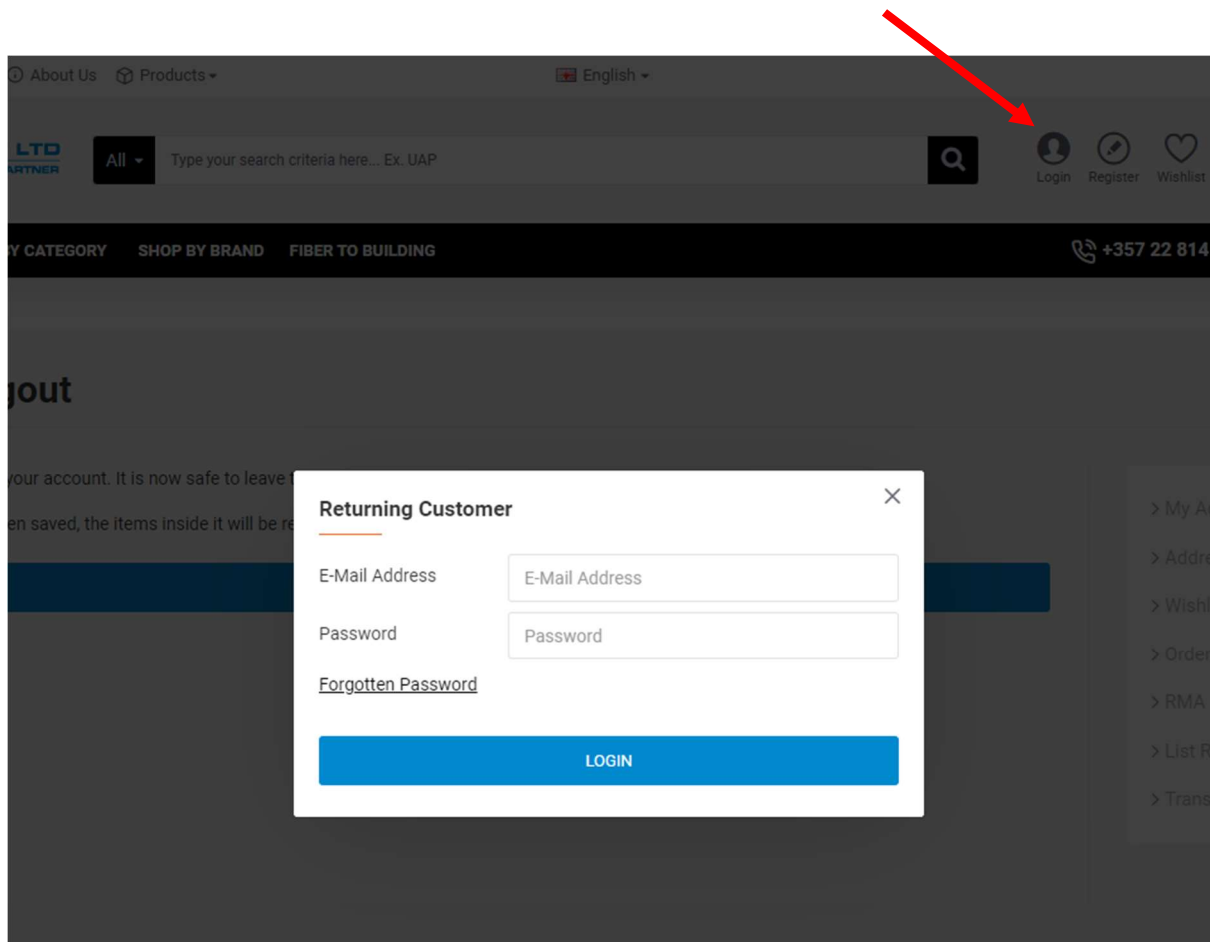




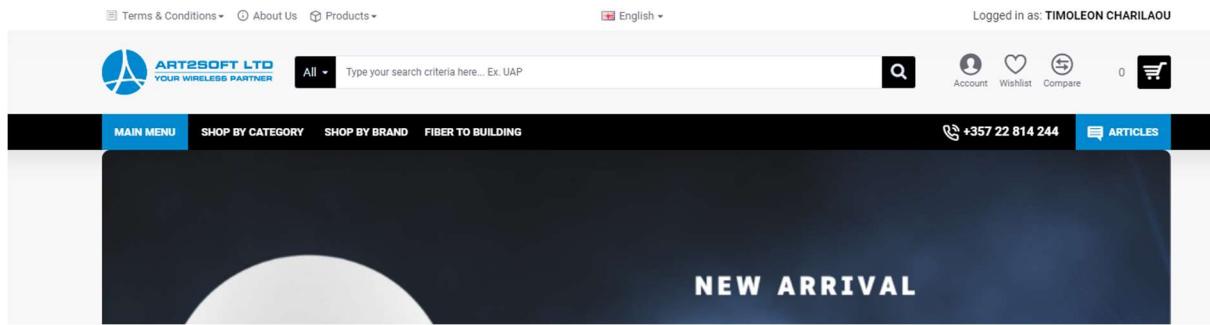
## 1. Login to your account.

### Requirements

- Have your username and password available.
- Have the purchase invoice(s) and serial number(s) of the faulty item(s) available. If you wish help to find the invoice number(s) of your product(s), please note that we are here to help.

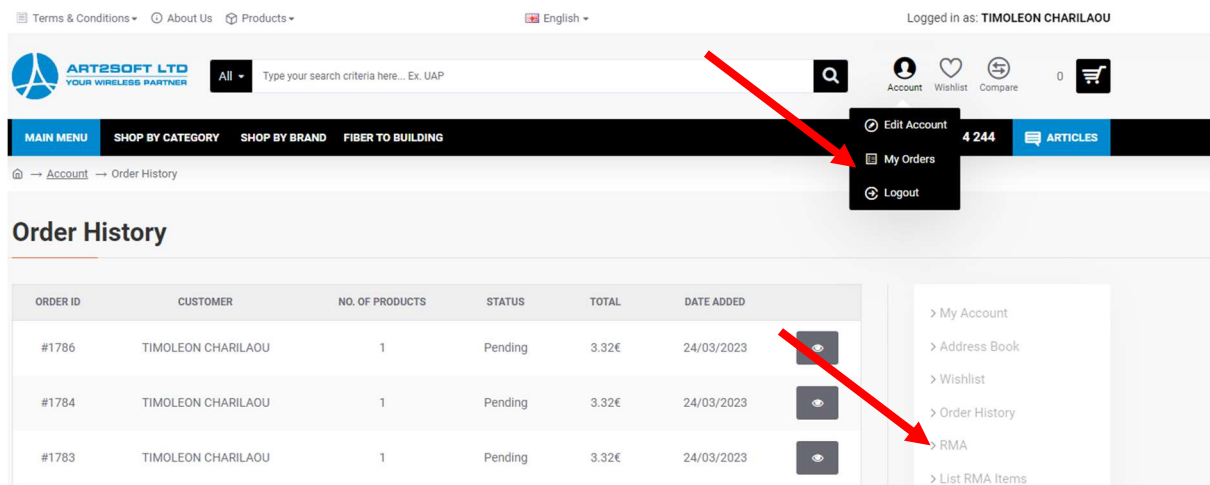


## 2. Verify that you are logged in to you account.

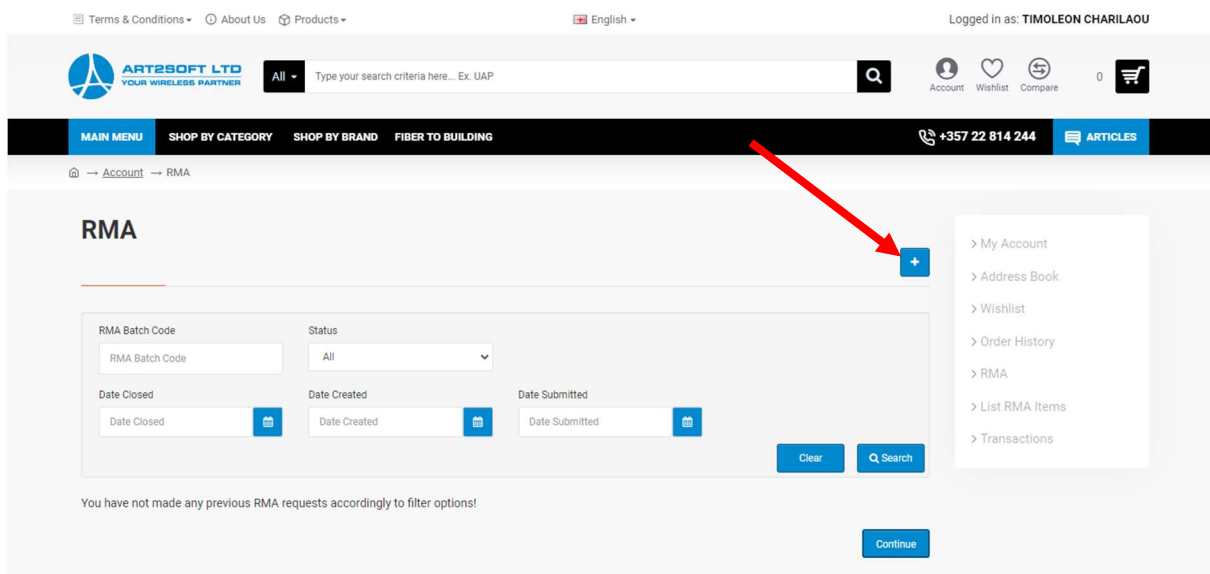


### 3. Start your RMA Procedure

Click My Orders as shown below



Click on the + button as show below to start a new RMA



Fill in the required info in the customer notes and Press the Continue Button



### RMA Request Information

**RMA Request Information**

Batch Customer Notes: ⓘ \*

Batch Customer Notes

Type any information for your RMA reference that you want. Ex. U6-Lite from customer Sofokleous

**Continue**

- > My Account
- > Address Book
- > Wishlist
- > Order History
- > RMA
- > List RMA Items
- > Transactions

Click continue again to start adding the faulty items

### RMA Request Information - Draft

**1. RMA Request Details**

RMA Batch Code: NOT YET SUBMITTED

Creation Date: 28/07/2023

Batch Customer Notes: ⓘ \*

This is the U6-Lite for Customer Sofokleous

**Continue**

**2. RMA Items**

**3. Message History**

- > My Account
- > Address Book
- > Wishlist
- > Order History
- > RMA
- > List RMA Items
- > Transactions

Fill the information in the A: Product Code B: Purchase Invoice # and C: Product Serial #  
If you do not have the information, please contact us with the serial # so we can verify that the item has been purchased from us and that is it under warranty. We can then give you all the information required. Press the Save Button once done with this faulty item



## RMA Request Information

### RMA Request Information - Draft

1. RMA Request Details

**2. RMA Items**

3. Message History

Product Code ^	Product Serial#	Purchase Invoice#	Status	Action
No results!				

Showing 0 to 0 of 0 (0 Pages)

Product Code *	<input type="text" value="U6-Lite"/>	Problem Description *	<div>Does not power on. Have tried with both an injector and POE switch</div>
Purchase Invoice# *	<input type="text" value="CRI22/000023866"/>		
Product Serial# *	<input type="text" value="145232647"/>		
		<div>Save</div>	

[← Back](#)

RMA Still in Draft mode. To complete your RMA submission, you will need to click on 'RMA' menu on the right column and press 'Submit/Dispatch' button





> My  
> Ad  
> Wi  
> Or  
> Rn  
> Lis  
> Tre



You can add multiple Faulty items if required by using the same form and pressing the Save button.

**RMA Request Information - Draft**

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

Product Code ^	Product Serial#	Purchase Invoice#	Status	Action
U6-PRO	1547526	CRI22/00002274514	Pending Approval	 
U6-Lite	145232647	CRI22/000023866	Pending Approval	 


Showing 1 to 2 of 2 (1 Pages)


Product Code \*


Purchase Invoice# \*

Product Serial# \*

Problem Description \* 











Finally Click on RMA Again to view the RMA in draft mode

**RMA Request Information - Draft**

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

Product Code ^	Product Serial#	Purchase Invoice#	Status	Action
U6-PRO	1547526	CRI22/00002274514	Pending Approval	 
U6-Lite	145232647	CRI22/000023866	Pending Approval	 


Showing 1 to 2 of 2 (1 Pages)


Product Code \*


Purchase Invoice# \*

Product Serial# \*

Problem Description \* 









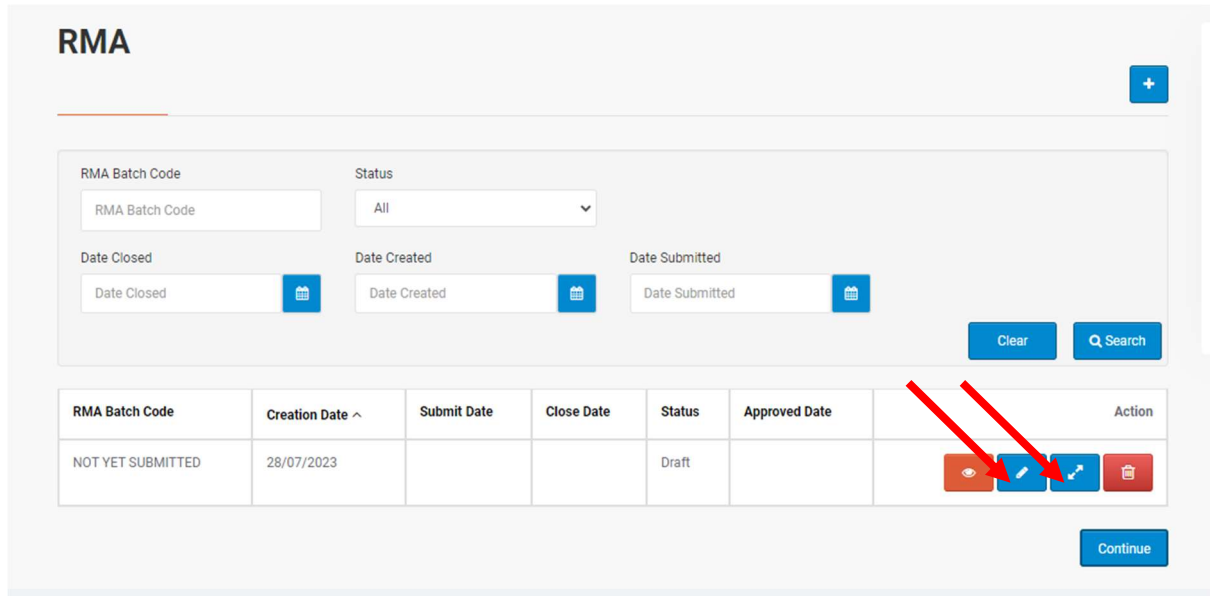
RMA Still in Draft mode. To complete your RMA submission, you will need to click on 'RMA' menu on the right column and press 'Submit/Dispatch' button

- > My Account
- > Address Book
- > Wishlist
- > Order History
- > **RMA**
- > List RMA Items
- > Transactions



As you can see your RMA still does not have a number assigned to it. This feature allows you to





complete or add more items to the RMA by Editing the RMA using the  Pencil Icon. If you decide to complete and submit the RMA please click on the Submit Icon  as Shown below. RMAs in draft mode that have not been submitted will be automatically removed one week after the creation date




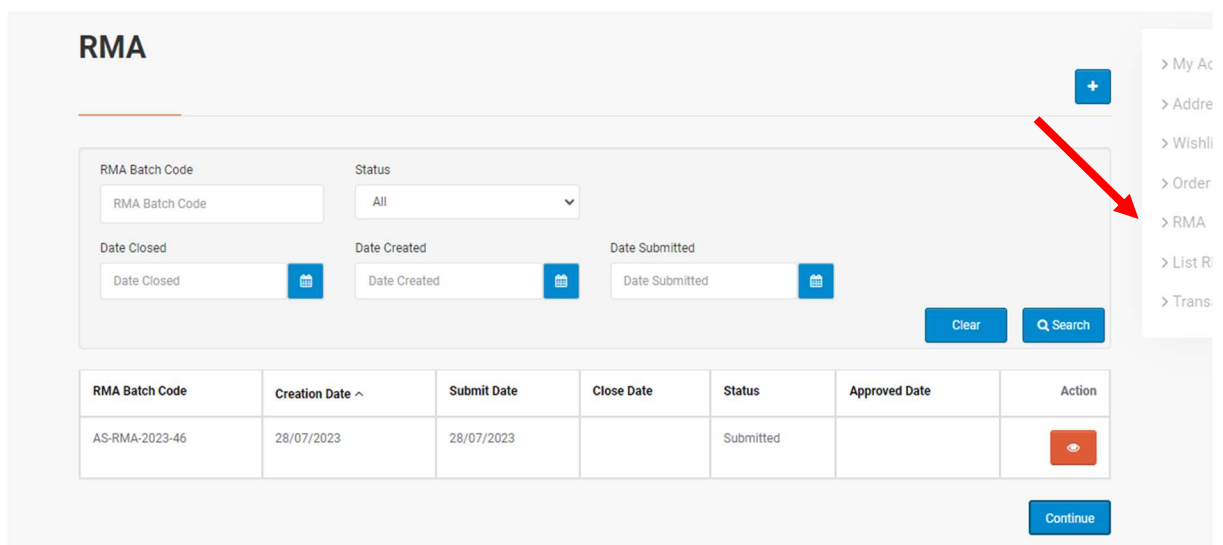
**RMA**

RMA Batch Code:  Status:

Date Closed:  Date Created:  Date Submitted:

RMA Batch Code	Creation Date ^	Submit Date	Close Date	Status	Approved Date	Action
NOT YET SUBMITTED	28/07/2023			Draft		   


Press the submit button  so that the RMA batch is sent to us for approval. Kindly call us to verify and approve the RMA. Once this is done you can then go back to your RMA (see red arrow) and press the dispatch button to print the approved RMA and send it to us for a check.



**RMA**


RMA Batch Code:  Status:

Date Closed:  Date Created:  Date Submitted:

RMA Batch Code	Creation Date ^	Submit Date	Close Date	Status	Approved Date	Action
AS-RMA-2023-46	28/07/2023	28/07/2023		Submitted		

- > My Ac
- > Addre
- > Wishli
- > Order
- > RMA
- > List R
- > Trans



Once approved the RMA status will change to “Approved for Dispatch”. You can now press the dispatch button  to send the goods to us

### RMA

Status

All

Date Closed

Date Closed

Date Created

Date Created

Date Submitted


Date Submitted

Clear

Search

RMA Batch Code	Creation Date ^	Submit Date	Close Date	Status	Approved Date	Action
AS-RMA-2023-46	28/07/2023	28/07/2023		Approved for Dispatch	28/07/2023	<div><div></div><div></div><div></div></div>

Continue

Screen after you press the dispatch button 

### RMA

Status

All

Date Closed

Date Closed

Date Created

Date Created

Date Submitted

Date Submitted

Clear

Search

RMA Batch Code	Creation Date ^	Submit Date	Close Date	Status	Approved Date	Action
AS-RMA-2023-46	28/07/2023	28/07/2023		Dispatched	28/07/2023	<div><div></div><div></div></div>

Continue

Now press the print Icon to see print the RMA Form to be included in the box of the RMA Items



Sample dispatch form below.

prod.cy-wireless.com/index.php?route=extension/rma/rma/printout&id=1758

Journal Documenta... Art2Soft Network Monitorin... Your Store Your Store/Admin Journal Support - S... Fix Windows 10 ver... Partners | Ruijie 2022\_EAPDatasheet...

Dear CY-WIRELESS,

Attached, please, find RMA dispatched from **TIMOLEON CHARILAOU**.

RMA Batch Number: **AS-RMA-2023-46**

**RMA Items:**

Product Code	Product Serial No.	Purchase Invoice No.	Status	Problem Description
U6-PRO	1547526	CRI22/00002274514	Approved	Can not adopt in to controller. I have also upgraded our controller
U6-Lite	145232647	CRI22/000023866	Approved	Does not power on. Have tried with both an injector and POE switch

Total Approved Items: 2

Total Rejected Items: 0

Kind regards,

**TIMOLEON CHARILAOU**

## 4. Information

Kindly not that Art2soft will not accept any RMA that have not been approved for dispatch. All RMA need to be accompanied by the dispatch form which is available in the web RMA procedure. If you choose to send the defective product to us via courier, please always use ACS as they deliver the goods to our office. If you choose to use other courier service, please make sure that they also deliver the products to our office in Lakatamia.