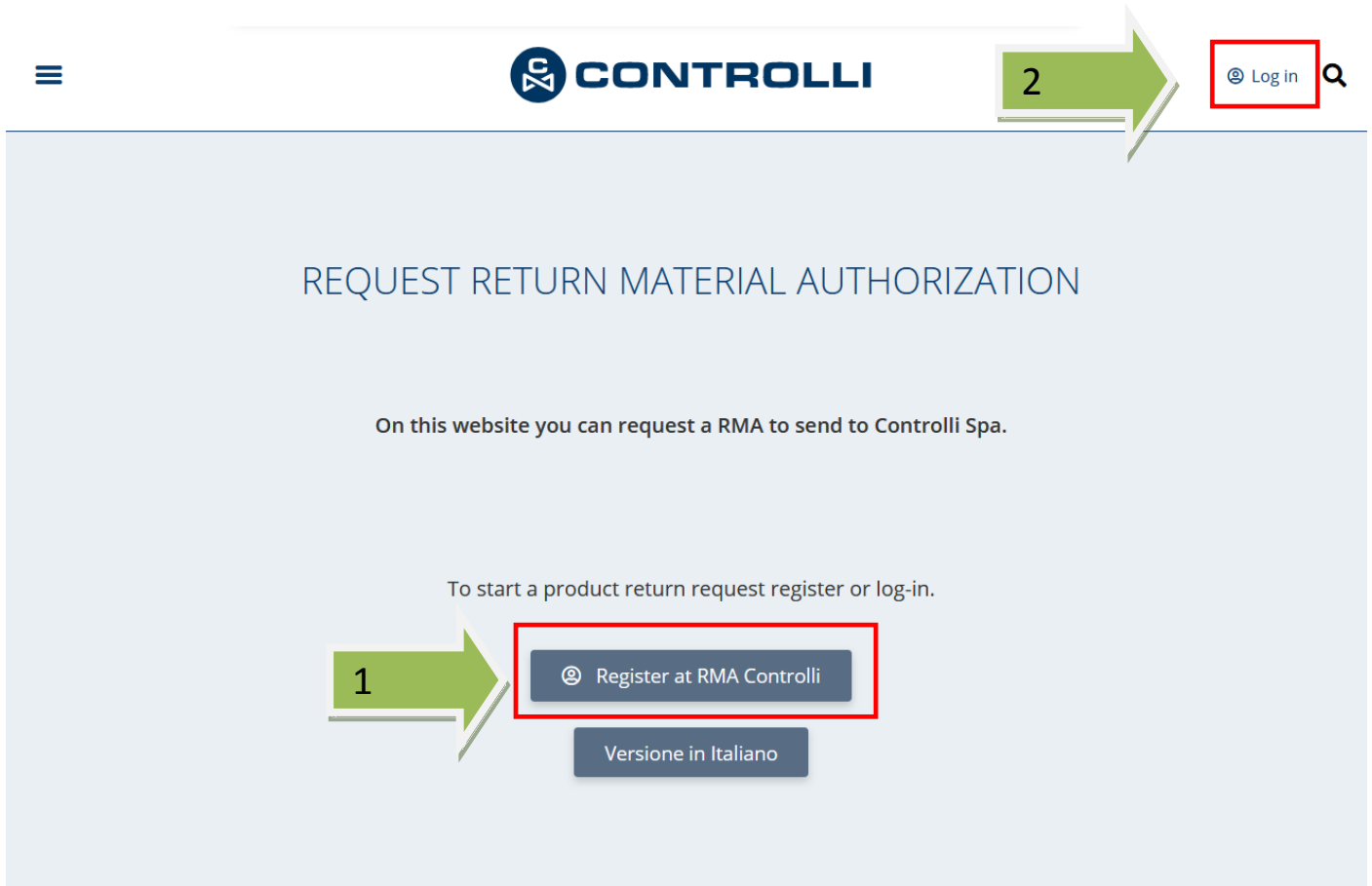


This is a short guide to use the new RMA request procedure available at the internet URL website:

<https://rma.controlli.eu/en/>



To have access to the RMA portal (1) you must be registered to get the login credentials.

Register For This Site

Username

Stefano Test

Email

snegro@controlli.eu

Company \*

Attention this field cannot be modified.

Company\_Test\_Account

Address \*

Via Carlo Levi 52

Postal code \*

16010

City \*

Sant'Olcese

Country \*

Italy

Telephone number

VAT Code

Enter your VAT number if you reside in an EEC country

VAT12345678

Registration confirmation will be emailed to you.

Register

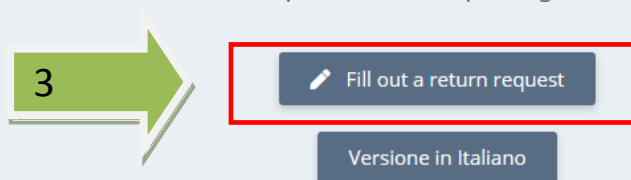
Fill in all the fields and wait for confirmation via email to set the password, and finally log in by going to the Login link (2) on the top right corner of the windows browser



## REQUEST RETURN MATERIAL AUTHORIZATION

On this website you can request a RMA to send to Controlli Spa.

To start a product return request register or log-in.



To request an RMA number, go to the button (3) shown above.

Repair not under warranty

### Product \*

Enter part number, quantity and claimed problem for each product you want to return.

| Product code * | Quantity * | Problem *  | Product label<br>Insert the photo of the product label in<br>JPEG or PNG format |
|----------------|------------|--|---|
| 1<br>MVB56*08  | 1          | Write here the precise<br>description of the problem | Browse... No file selected.   |
|                |            |  | Add product   |

### Return request description \*

Describe which anomaly is the cause of the return request.

Add here further data on the anomaly found and any installation particularities useful for better understanding the problem

### Reference contact

Enter here name, phone number and e-mail of the person following the return request.

name and surname of the contact person

Submit



Fill in the RMA form, paying attention to the fields with red asterisk \* and press Submit (4) .

If necessary, you can enter (5) a photo of the label or product for each code entered.

## PRODUCT RETURN REQUEST

REFUN-20201211131006

**Purchase document number:** OC2000101

**Reason for return request:** REFUN - Defective during operation

**Reference contact:** name and surname of the contact person

**Return description:** Add here further data on the anomaly found and any installation particularities useful for better understanding

### Products to return

**PRODUCT CODE:** MVB56\*08

**QUANTITY:** 1

**PROBLEMS:**

Write here the precise description of the problem

**LABEL**



**Return request status:** INL - Under processing

To receive further information on the return request, it is possible to communicate with Controlli through the comments form below.

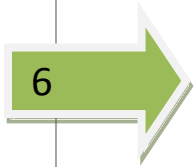
If it is necessary to modify or integrate the data for the return request, it is possible to open the modification mode by clicking on the button below.

Modify the data entered

### LEAVE A REPLY

Logged in as Stefano Negro. Log out?

Comment



Post Comment

You can enter some text as a comment (6) to the request and what you write will be sent directly to the product quality department that will analyze your request.

When the product quality department has analyzed your request, it will send you the RMA number (7) to be used to ship the products contained in the request

☰ **8** **CONTROLLI** stefano Exit 🔍

Return request status: APP - Approved

**7** RMA number: P20000201

**LEAVE A REPLY**

Logged in as Stefano Negro. Log out?

Comment

Post Comment

All the requests you enter will be archived and available by accessing the menu on the top left (8) under the item RETURN REQUESTS ARCHIVE (9)

✕ **CONTROLLI**

- HOME
- RETURN REQUEST
- RETURN REQUESTS ARCHIVE** **9**

On this website you can request a RMA to send to Controlli Spa.



### RMA requests by Stefano Test

|                      |            |                |                      |
|----------------------|------------|----------------|----------------------|
| REFUN-20201211131006 | 2020/12/11 | Approved       | <a href="#">View</a> |
| RECOM-20201210110601 | 2020/12/10 | In lavorazione | <a href="#">View</a> |