

Danfysik RMA – Quick guide

Generel:

Danfysik uses a web-based return system (RMA system) to register and handle products returned for repair or calibration.

All products must be registered in the RMA system and have received an RMA number before returning them.

Requests for returns, received via the RMA system, are handled by Danfysik Service Department. If the request is approved, an RMA number is issued via email. The RMA number is used as reference both internally in Danfysik and in all correspondence with the customers.

Danfysik RMA System:

The RMA number is requested directly via the Danfysik official webpage www.danfysik.com.

Click on the Support button.

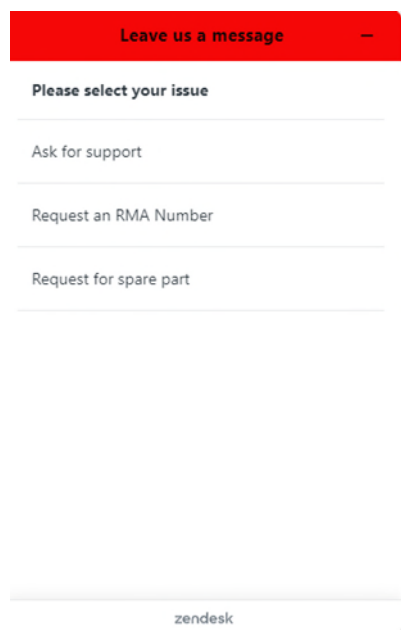


It is found on www.danfysik.com at the bottom of the service page.

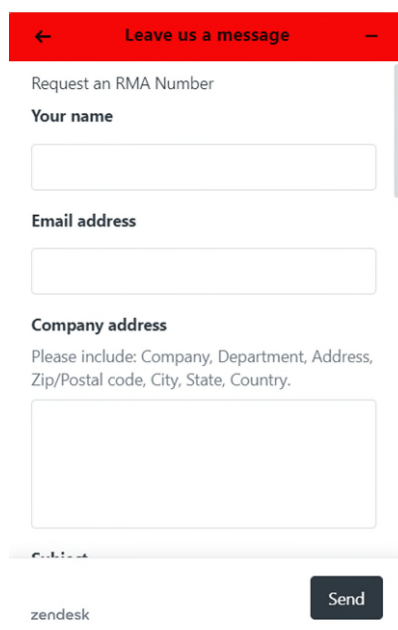
Requesting an RMA number:

After clicking the support button, please choose "Request an RMA Number", and fill in the form.

Please note that all fields must be completed. Then click "send".



The screenshot shows a red header bar with the text "Leave us a message" and a minus sign. Below the header, the text "Please select your issue" is displayed. There are four radio button options: "Ask for support", "Request an RMA Number", and "Request for spare part". The "Request an RMA Number" option is selected. At the bottom of the form, the "zendesk" logo is visible.



The screenshot shows the same red header bar. Below it, the text "Request an RMA Number" is displayed. There are three input fields: "Your name", "Email address", and "Company address". The "Company address" field has a placeholder text: "Please include: Company, Department, Address, Zip/Postal code, City, State, Country." At the bottom right of the form, there is a "Send" button and the "zendesk" logo.

More products:

More than one product can be returned using the same RMA number.
For more products please fill in the table found in "Table 1 - Additional products to be returned" with the required products and attach it to the form, before sending.

Table 1 - Additional products to be returned.



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	Product name	DF part number	DF serial number	Failure description
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Follow up after submittal:

You will receive an email saying that your request has been received.

As soon as your request has been evaluated you will receive an email with RMA number and further instructions.

If the request is not accepted, you will receive an rejection mail.