



# Return Material Authorization (RMA) procedure

## Returning a product to HMS User Guide

### General information

- The RMA procedure described in this document is for HMS direct customers only. If you purchased your product from one of our distributors, you need to contact the distributor and follow their product return procedure.
- Before returning a faulty product to HMS please contact HMS technical support to see if they can resolve your issue. You can do that by selecting “Support” in HMS Customer Portal. If Technical Support are unable to resolve your problem your support case will be transferred to an RMA case for further investigation.
- If your product was damaged during transportation or miss any parts, you can log into HMS Customer Portal and register your RMA case directly.
- If you are in urgent need of a replacement product, please mention this in the description field. You need to fill in the “Advanced Replacement Condition” document and attach it as a file in the RMA registration.
- To be able to handle your RMA case we need all case information in English. If you don’t speak English please contact your local sales representative for assistance.



## Register a new user

First time you use HMS portal you need to register a new user.

Select an email address and password for your account. Continue by selecting Register.

Start | Knowledge Base | Q | English - | Sign in

Sign in Register

### Register for a new local account

\* Email

\* Password

\* Confirm password

02V98

Generate a new image  
Play the audio code  
Enter the code from the image

[Read HMS Privacy Policy](#)  
I understand the information regarding the HMS Privacy Policy

\* I hereby give consent for HMS to process my data

Register

Enter your contact information and select Save.

Start | Knowledge Base | My Cases | Q | English --

Home > Profile

## Profile

Profile

Security  
Change Password

### Your Information

First Name \*

Last Name \*

E-mail \*

Business Phone \*

Company Name \*

Street 1 \*

ZIP/Postal Code \*

City \*

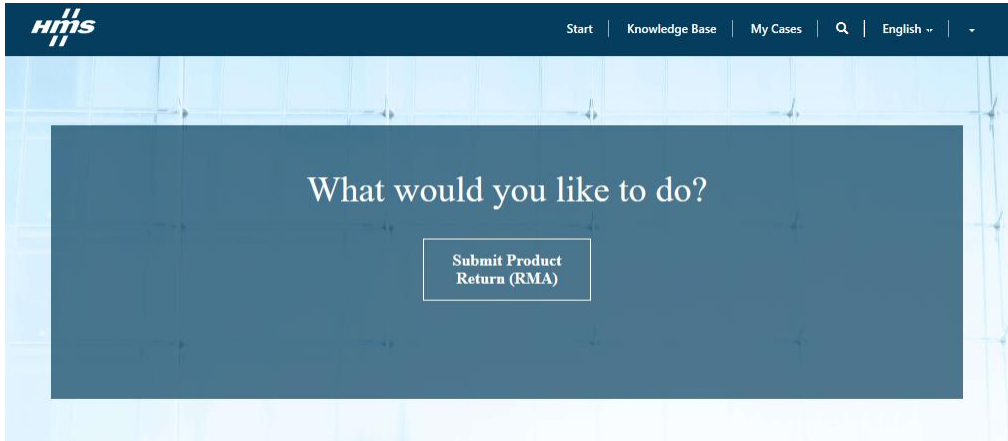
Region/State  Q

Country \*  Q

Save

## Register a new case

To create a new RMA case, go to the Start-tab in the main menu and select **Submit Product Return (RMA)**



The RMA registrations contains of two steps.

### Step 1 - Overview information

Fill in the case overview information, such as your internal reference number and requested service. Continue to next step by selecting **Submit**.

A screenshot of the 'Overview' form in the HMS web application. The form is set against a dark blue background with a faint image of a person's hands. The title 'Overview' is at the top left. The form contains several input fields and dropdown menus: 'Title \*' (empty text box), 'Company Name' (text box containing 'HMS'), 'Claim Type' (dropdown menu with 'Analyze and repair' selected), 'Your Reference No.' (text box containing 'RMA 1234'), 'Description' (large text area with placeholder text 'General information regarding the case'), 'Contact \*' (text box containing 'Frida Lindgren Gmail'), and 'Product Brand \*' (dropdown menu with 'Anybus' selected). At the bottom left, there is an 'Attach a file' section with a 'Choose Files' button and the text 'No file chosen'. At the bottom of the form, there are two buttons: 'Submit' (blue) and 'Cancel' (white with blue border).



## Step 2 – Add Case Individuals

To add detailed information for your returned product, select +Create under the CASE INDIVIDUALS-tab.

# mechanically damaged product

Active – New

### Overview

<b>Title *</b> mechanically damaged product	<b>Case Number</b> 201905-2835
<b>Company Name</b> HMS	<b>Contact *</b> Frida Lindgren Gmail
<b>Claim Type</b> Analyze and repair	<b>Product Brand *</b> Anybus
<b>Expected Delivery</b> 	<b>Your Reference No.</b> RMA 1234

**Description**

General information regarding the case

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### CASE INDIVIDUALS

[+ Create](#)

Case Number (Case)	Serial number ↑	Article number	Status Reason	Delivery Date
There are no records to display.				



Fill in the required information and select Submit. Your registration is now complete.

The screenshot shows a web form titled "Create" with a close button (X) in the top right corner. The form is set against a dark blue background and is titled "General PRODUCT REGISTRATION". It contains several input fields, each with an asterisk indicating it is required:

- Product Brand \***: A dropdown menu with "Anybus" selected.
- Product Group \***: A dropdown menu with "Embedded Products" selected.
- Article Number \***: An empty text input field.
- Serial Number \***: An empty text input field.
- Case Category \***: A dropdown menu.
- Failure Description \***: A dropdown menu.
- Detailed Information \***: A large empty text area.

A vertical scrollbar is visible on the right side of the form.

## Advanced Replacement request

If you need an urgent replacement product, please fill out the “Advanced Replacement Conditions-form” and attach it with your RMA-registration.

The form can be found under the product returns tab under each brand’s website.

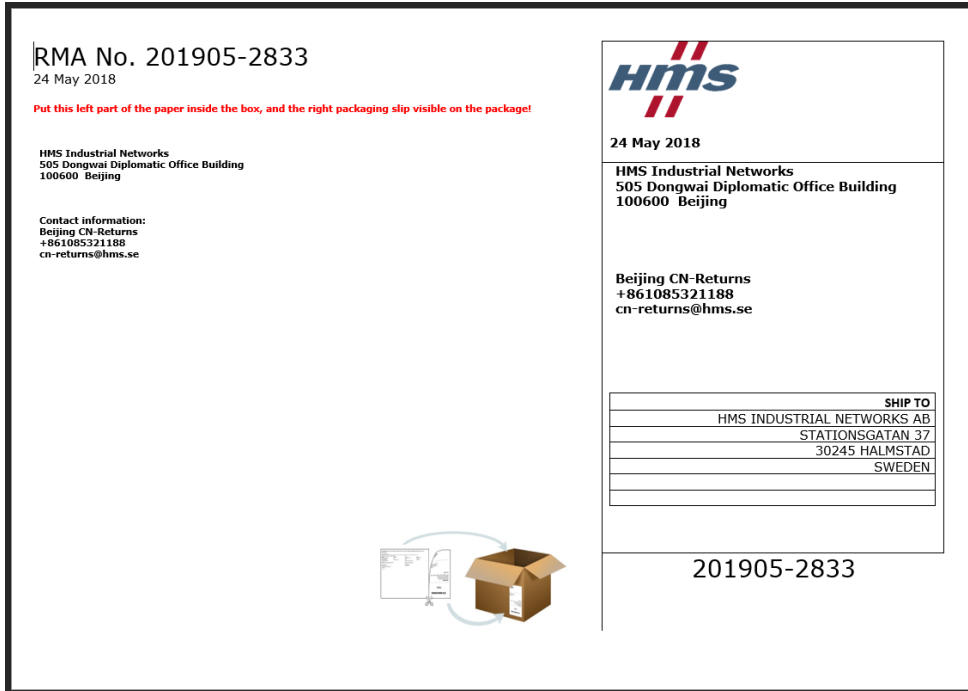
## Approval from HMS

When your case is submitted, please wait for HMS approval before returning your products.

HMS product returns department will review the information provided and send you a confirmation email when your case has been approved.



Upon approval, you will also receive a document with the return address for your product based on your geographical area. The document can be found under NOTES in the portal, please print it and attach it with your shipment.



## Communicate with HMS

If you wish to communicate with HMS regarding your ongoing case, you can use our NOTES-function.

Open the case and go to your timeline at the bottom of the page and select **Create Comment**. When you receive a reply from HMS, you will also get an email saying there is a new note on your case.

It is also possible to add files to your comment.



## Add Delivery Address

If you want HMS to return the repaired/replacement product to a separate address, such as an end user, you can enter the address under the Delivery Address-tab under each case.

If no address is added, default address of return is your company address.

The screenshot shows a 'Delivery Address' form with the following fields and values:

Field	Value
Street Address	Stationsgatan 37
Postal Code	30004
Country	Sweden
Mobile Phone	+46 35 17 2999
City Address	Halmstad
Reference	Kontaktperson

## Reset password

To reset your password, go to the Sign in-tab and select **Forgot your password?**

The screenshot shows the 'Sign in' page with the following elements:

- Navigation: Start | Knowledge Base | Search | English | Sign in
- Buttons: Sign in, Register
- Section: Sign in with a local account
- Fields: \* Email (fridalingren0@gmail.com), \* Password (masked)
- Checkbox: Remember me?
- Buttons: Sign in, **Forgot your password?**

The screenshot shows the 'Forgot your password?' page with the following elements:

- Section: Forgot your password?
- Field: Email
- Text: Enter your email address to request a password reset.
- Button: Send