

Instructions for returning goods

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General

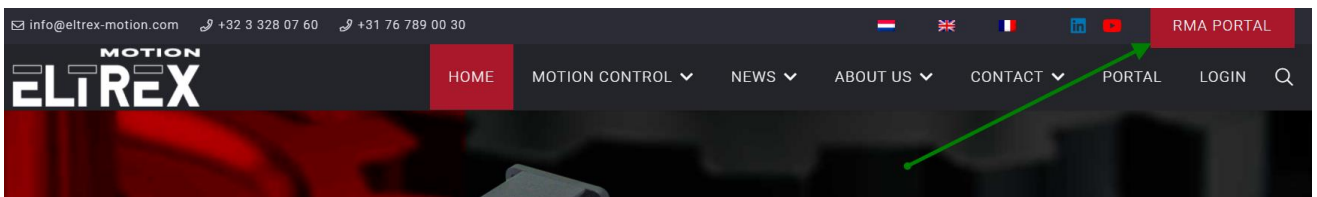
For the companies TelereX Nederland B.V., TelereX NV, EltreX Motion B.V., EltreXPro B.V. and Luxendi B.V., requests for returns (RMA) are handled by Eight Lakes Shared Services B.V. Our RMA Team is your first point of contact regarding your request and its handling. You can reach them by e-mail: RMA@8-lakes.com or by phone: +31 (0)76 578 20 91.

Logging in

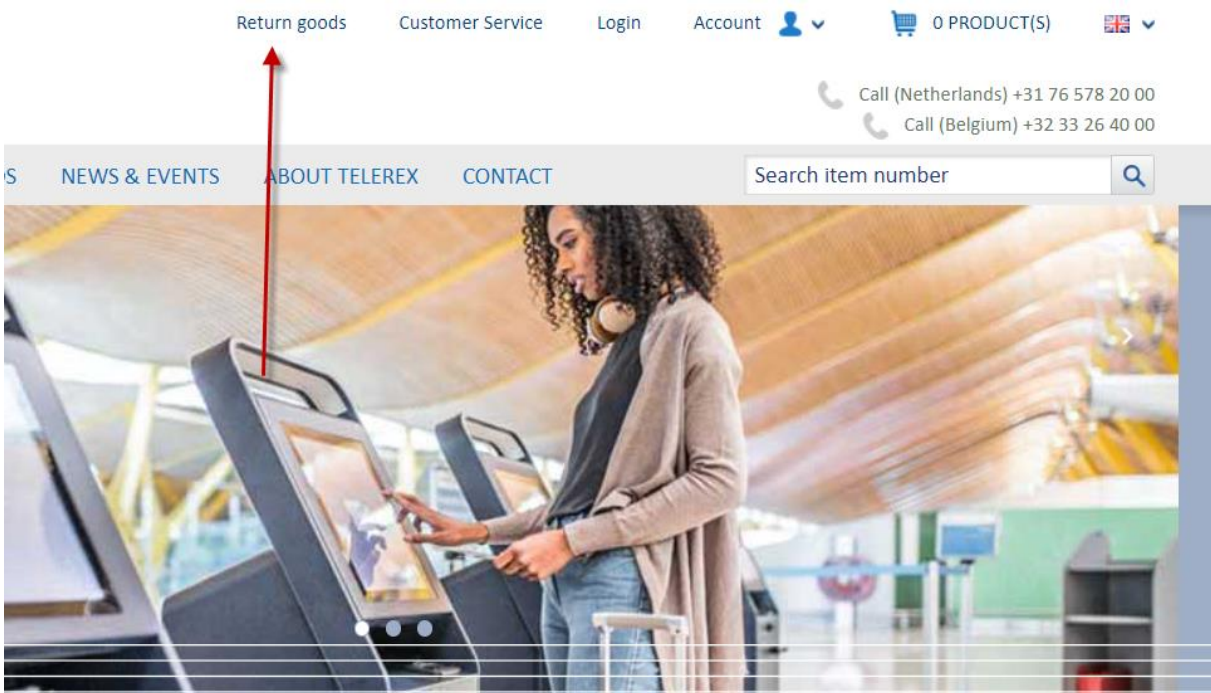
You will need a username and password to log in. You can request this by telephone or e-mail and you will receive your password by e-mail.

You can log in to the RMA portal using your username and password on our websites www.telereX-europe.com, www.eltreX-motion.com, www.luxendi.com.

For EltreX Motion: Click on “RMA Portal”.



For TelereX and Luxendi: Click on “Return goods”.



The following screen appears. Here you can enter your username and password and then log in.

RMA Portal **Welcome!**

Log-in

Here you can submit your return merchandise authorisation (RMA) request and check the status of your pending requests. Below you can log in to continue. No login details for the RMA portal? You can request them by clicking the button 'request login details'. Our staff will send them to you as soon as possible. We would like to point out that the login details are not the same as those of the Customer Portal.

User name:

Password:

[Log in](#)

[Forgotten your password?](#)

[Request for login](#)

If you do not have a username and password, you can request these by clicking the button “Request for login”. Fill in the details and press “Send Email”.

Request for login

Surname

Last name

Email

Phone number

Company name

[Send email](#)

[Close](#)

Now an e-mail is sent to our RMA department and they will provide a username and password by email.

When you log in for the first time, you will be asked to change your password once; this is a mandatory action. The password must consist of **at least 8 characters** and must differ from the previous password.

To confirm, you must enter your old password, followed by entering the newly selected password twice:

RMA Portal

My Account

- ▶ Change password
- ▶ My address book
- ▶ User

RMA

- ▶ RMA Requests
- ▶ RMA Summary

Log out

Change my password

You can change your password here. Enter your old password below and then the desired new password.

Present password:

New password:

New password (confirm):

Changing your password

You can change your password at any time via 'My Account':

RMA Portal

My Account

- ▶ Change password
- ▶ My address book
- ▶ User

RMA

- ▶ RMA Requests
- ▶ RMA Summary

Log out

Request a return of goods

To submit a new request, go to the 'RMA Request' option:

RMA Portal

My Account

- ▶ Change password
- ▶ My address book
- ▶ User

▼ RMA

- ▶ RMA Requests
- ▶ RMA Summary

Log out

My RMA's

Here you can submit a new RMA request. This will then be registered in our system and processed. You will also be informed of the status of your request.



RMA Request

Here you can submit a new RMA request.



My RMA Summary

Here you will find the overview of your RMA requests. You can view the status and corresponding data here.

In the next screen you fill in your contact details.

RMA Portal

My Account

- ▶ Change password
- ▶ My address book
- ▶ User

▼ RMA

- ▶ RMA Requests
- ▶ RMA Summary

Log out

RMA request

Business information

Your reference:

Customer number:

Name:

Address:

Postcode:

Town/city:

Country:

Contact information

Contact person:

Telephone:

Fax:

Email:

Next step

Click 'Next' and you will be forwarded to the RMA request screen.

You enter the details of the article to be returned here:

RMA Portal

My Account

- ▶ Change password
- ▶ My address book
- ▶ User

▼ RMA

- ▶ RMA Requests
- ▶ RMA Summary

[Log out](#)

RMA request

Item number:	<input type="text" value="Please select"/>	<input type="button" value="v"/>	<input type="button" value="i"/>
Invoice number:	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="i"/>
Quantity:	<input type="text"/>		
Serial number(s):	<input type="text"/>	<input type="button" value="+"/>	<input type="button" value="i"/>
Urgent:	<input type="checkbox"/>		
Date of receipt:	<input type="text"/>		
Description of the defect:	<input type="text"/>		
Special circumstances:	<input type="text"/>		
Desired action:	<input checked="" type="radio"/> Replace <input type="radio"/> Repair <input type="radio"/> Refund		
Under guarantee:	<input type="checkbox"/>		
Investigation report desired:	<input type="checkbox"/>		
Return address:	<input type="text"/>		

When you have finished your request, press 'Complete request' at the bottom of this field.

Would you like to return more items? Then choose 'Add article':

You will then be forwarded to an overview screen where you can check the details again or change them if necessary.

RMA Portal

My Account

- ▶ Change password
- ▶ My address book
- ▶ User

▼ RMA

- ▶ RMA Requests
- ▶ RMA Summary

Log out

RMA request

Business information

Customer number _____

Name _____

Address _____

Postcode _____

Town/city _____

Country _____

Your reference Test

Contact information

Contact person _____

Telephone _____

Fax _____

Email _____

Item number	Invoice number	Date of receipt	Serial number(s)
+ Add item			

Attachment Bestand kiezen Geen bestand gekozen ⓘ

Shipping Instructions

Please [click here](#) for our Shipping Instructions.

Conditions

I have read and agree to the RMA Conditions. [Click here for the RMA conditions.](#)

[Send request ▶](#)

You can “Send request” once you have agreed to the terms and conditions by marking the box.

NOTE: Be sure to read our Shipping Instructions and RMA Conditions on this page

NOTE:

- In the case of more than 10 **different** items, you can submit an RMA request via e-mail to RMA@8-lakes.com.
- In the case of more than 10 of the same item, you fill in the field 'special circumstances': concerns a return of (number of) items of item

Processing your request

You will receive an **RMA number** by e-mail after we have assessed your request.

Please do not send the goods until you have received the RMA number and shipping instructions by e-mail.

We cannot process products without an RMA number.

We will keep you informed of your request by e-mail.

Tracking an RMA

When you are logged in, you will be able to see an overview of your RMA requests and returns. Go to RMA overview on the website.

RMA Portal

My RMA Summary

Here you will find the overview of your RMA requests. You can view the status and corresponding data here.

RMA number

Item number

Status

Created

Open

Closed

Search ▶

RMA number	Item number	Current status	Most recent change
+ RMA request			

Here you can see an overview of all your requests, depending on the selection criteria you have entered.

By clicking the document icon, you can consult the RMA, view the details and the current status.

R004612	IMB205VGGA	RMA is processed and closed	21-10-2014	
R004579	WD3200BPVT	RMA is processed and closed	13-10-2014	
R004578	WD5000AAKX	RMA is processed and closed	13-10-2014	
R004435	KTC5520-EATX	RMA is processed and closed	04-09-2014	
R004318	R2W-6460P-R	RMA is processed and closed	27-07-2014	
R004297	810470-4500	RMA is processed and closed	13-07-2014	
R004232	OPS885-RC-NP	RMA is processed and closed	15-06-2014	
R004144	PMB-871LF	RMA is processed and closed	11-05-2014	
R003907	WD3200BPVT	RMA is processed and closed	06-03-2014	

Should any problems occur with or during submitting the RMA request on our website, please contact the RMA department – RMA@8-lakes.com, telephone number +31 (0)76 578 20 91.