

## How to submit a new RMA Request

1) Go to <https://abbeychart.returnsportal.net/>

2) Click login or register in top left corner, this is not linked to the Abbeychart Sales Website login



3) Click login or register in top left corner, this is not linked to the Abbeychart Sales Website login

4) Once logged in (example)  You are logged in as stephenlambert@abbeychart.co.uk Click On  Submit new RMA Request

5) Type product code in the 'Find' box and click 'find it' (if product is not found please see Step 23)

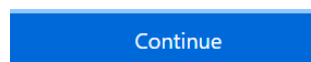
Identify Product to Return

Find:  in:

6) Click on correct product code found

Product Code	Description
PI0316S	1/2 Equal Elbow
PI0308S	1/4 Equal Elbow
PI0306S	3/16 Equal Elbow

7) Click continue to re-confirm correct product selected



8) Enter Total Return (Pieces) Quantity

Quantity:

9) Enter Sales Doc Number (found on Delivery note starting SO...

Sales Doc. No.:

10) Select reason for returning from Drop Down List

Reason For Returning:

11) Select request action from Drop Down List

Request Action:

12) Free text type additional details for reason

Detailed Problem Description:

13) Add attachments if you have any (pictures etc.)



14) Click

Submit

15) Click

Add another product to return

or if no other product click

Submit RMA Request

16) Your request has been successfully logged and submitted. Do not send your items yet, please wait for an RMA Number. You will be notified through the email address you provided.

17) Wait for the RMA to be authroised and you receive your RMA Request approval notice email.

18) You can now return your items: Please login with your account to print your RMA Packing Slip and Package Address Label at <https://abbeychart.returnsportal.net>

19) Log in and Click



Check RMA Case Status

20) Click on the relevant RMA, example

RMA0000001477

21) Scroll to the end of the page and click on

Print RMA Packing Slip

22) Print packing slip and enclose with the good being returned, use 'Ship To' address

**23) IF YOU HAVE ANY PROBLEMS, PLEASE CONTACT 01367 711 900 AND ASK FOR THE QUALITY DEPARTMENT reference to RMA REQUEST.**