RMA - Customer End

In this manual, you will see how the customer can generate the RMA for their ordered products.

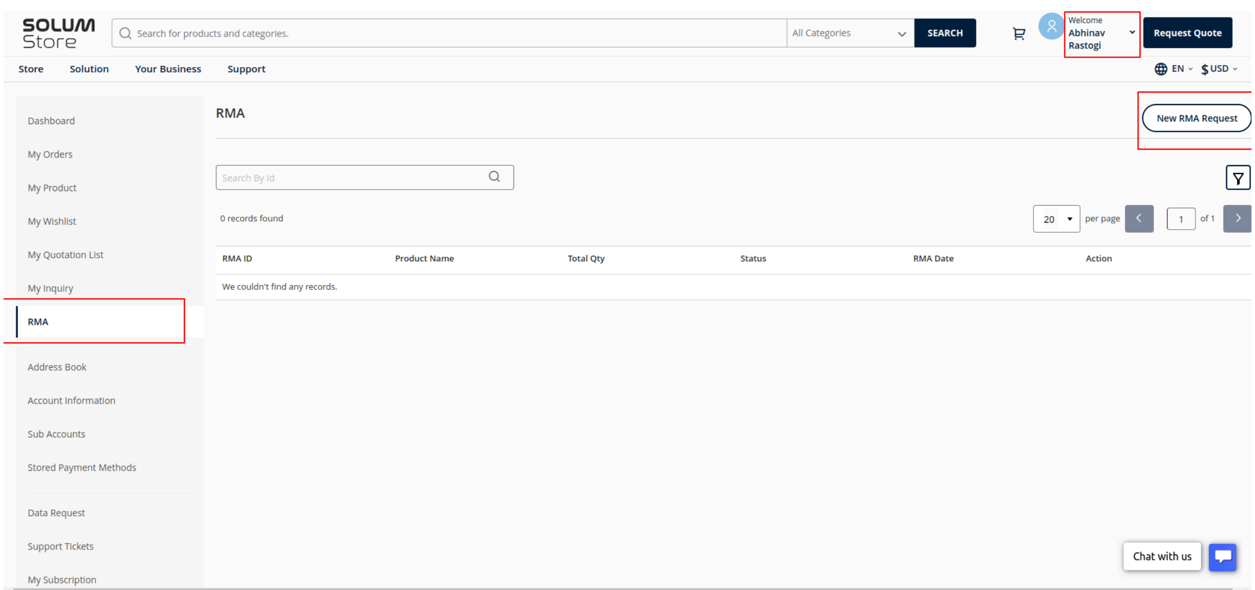
Once the order is completed, if the customer faces any issue with the product/ device they can request for a repair/ replacement.

The respective seller will receive the request and can proceed further.

To know more about seller workflow please follow the below manual:
https://docs.google.com/document/d/1hnL3ODbQ24Bcszwsj9ajxehqOiA6KnFbGd0jnaRQrNE/edit?usp=sharing

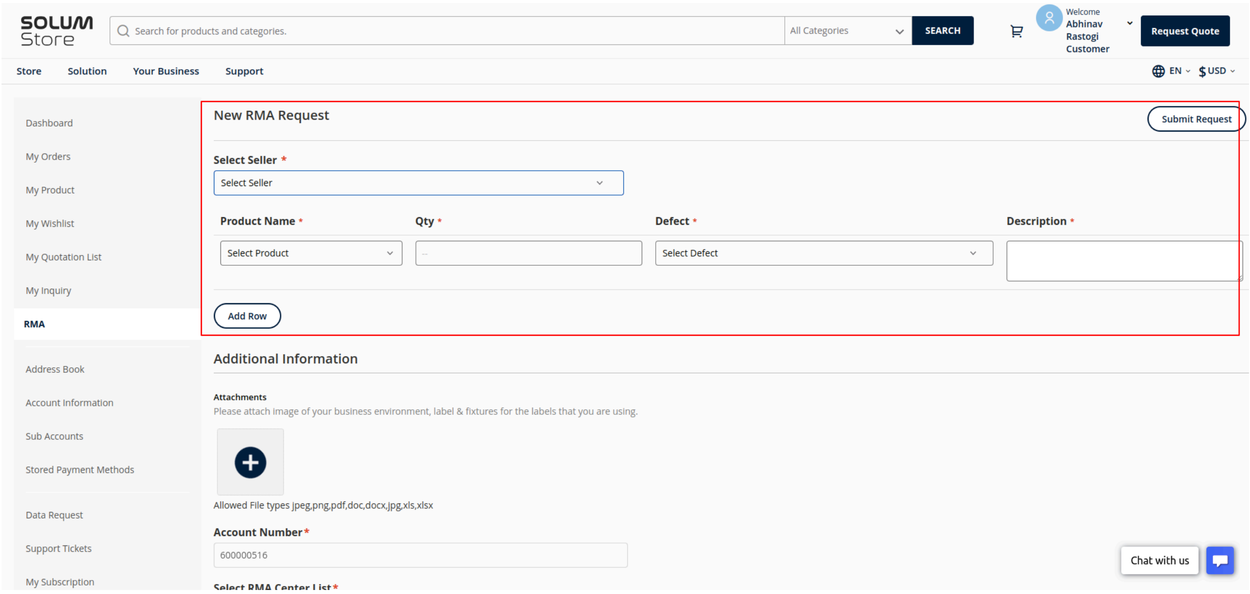
How can a customer generate RMA requests?

- Go to the **Customer Dashboard** >> **RMA** >> **New RMA Request.**



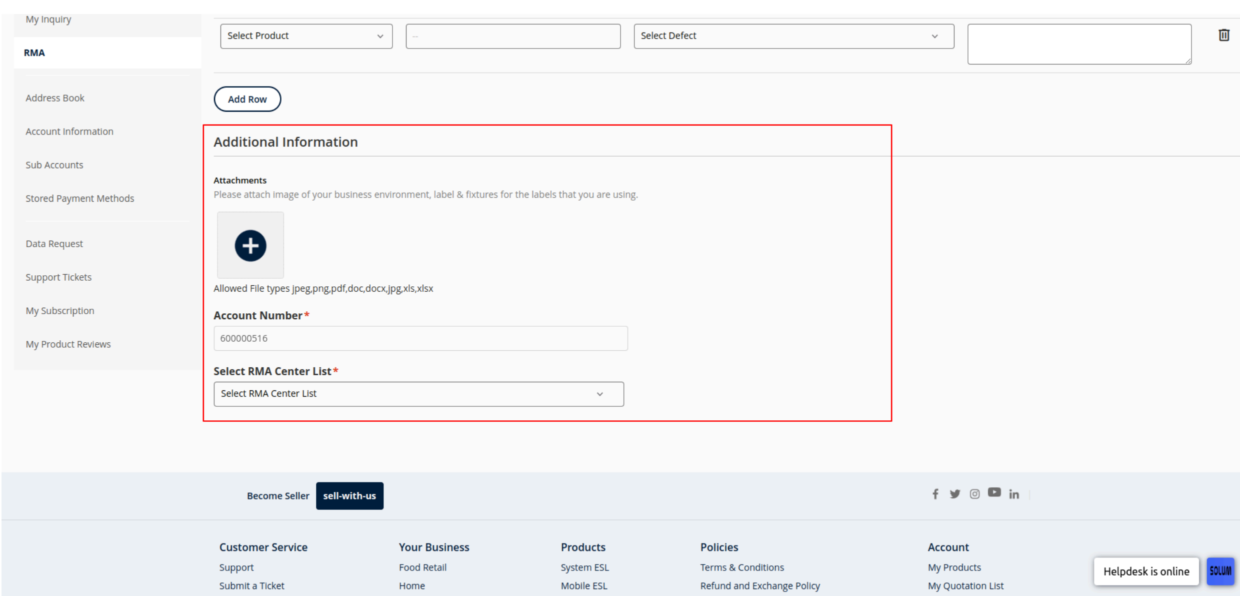
- The RMA request form is divided into 2 sections,
    - New RMA Request,
    - Additional Information.

New RMA Request

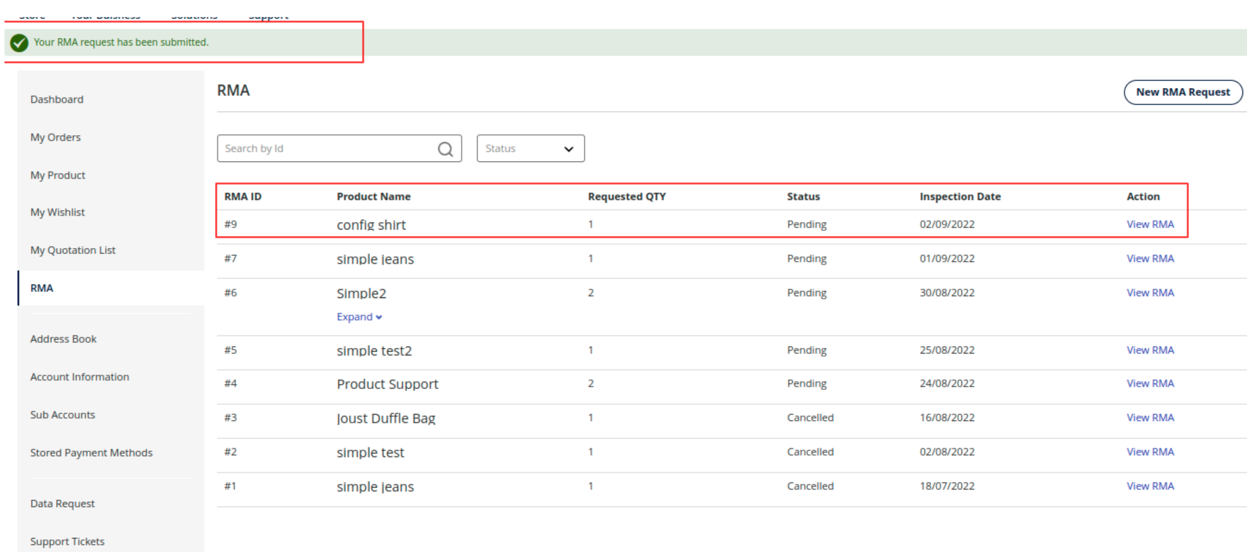


- **Select Seller:** You will find the seller list w.r.t the order products.
- **Product Name:** Select the product you want to send to the RMA center.
- Add the respective qty., defect, & description.
- Click on the **Add Row** button to add more products.

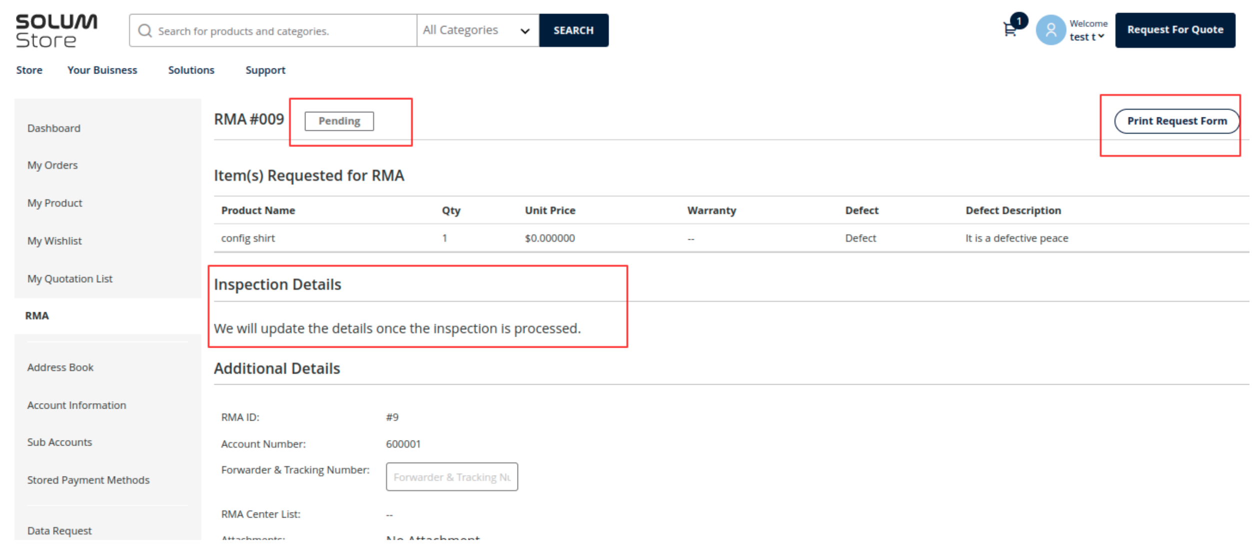
Additional Information



- **Attachments:** Add a file that you want to share with the RMA center (eg. invoice),
- **Account Number:** This is the customer account number (coming from the customer accounts/ customer unique number),
- **Select RMA Center List:** Select the RMA center where you want to send your products. (The **Seller** and the **Admin** can configure these RMA centers)
    - If there is no RMA center assigned to the seller, then the Admin RMA Center will be visible to the customer.
- Click on the **Submit Request** button to generate the RMA request.
- Now, the customer can see the success message and their requests in the list.



- Once the request is submitted, the customer will get the RMA center details over email.
- Click on the **View RMA** button to check the RMA details.
- On the detail page, customers can check the status, print the request form, and check out the inspection details.



- Also, customers can chat with the sellers.