

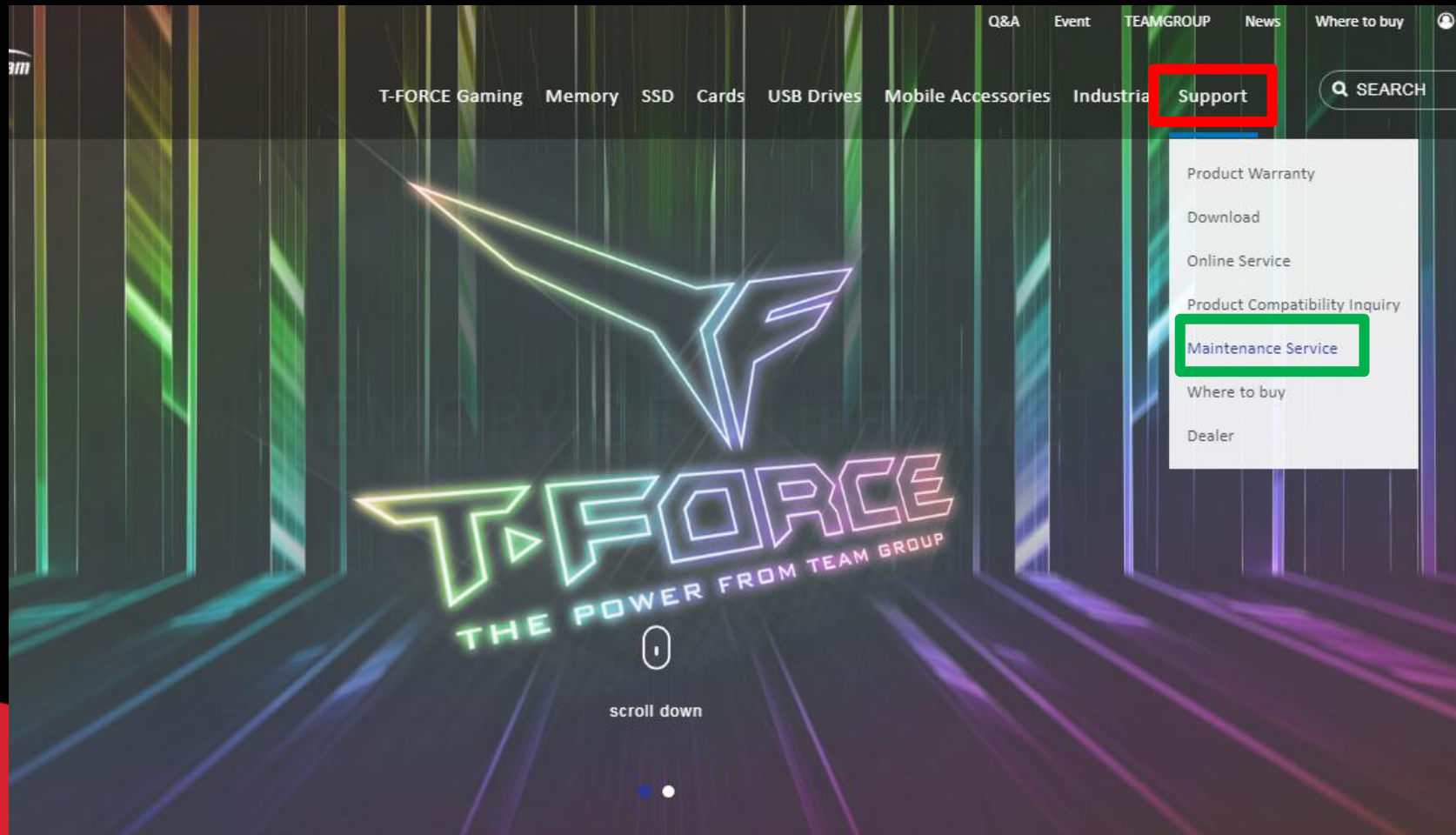
Apply for RMA service online.

Customer Service Center



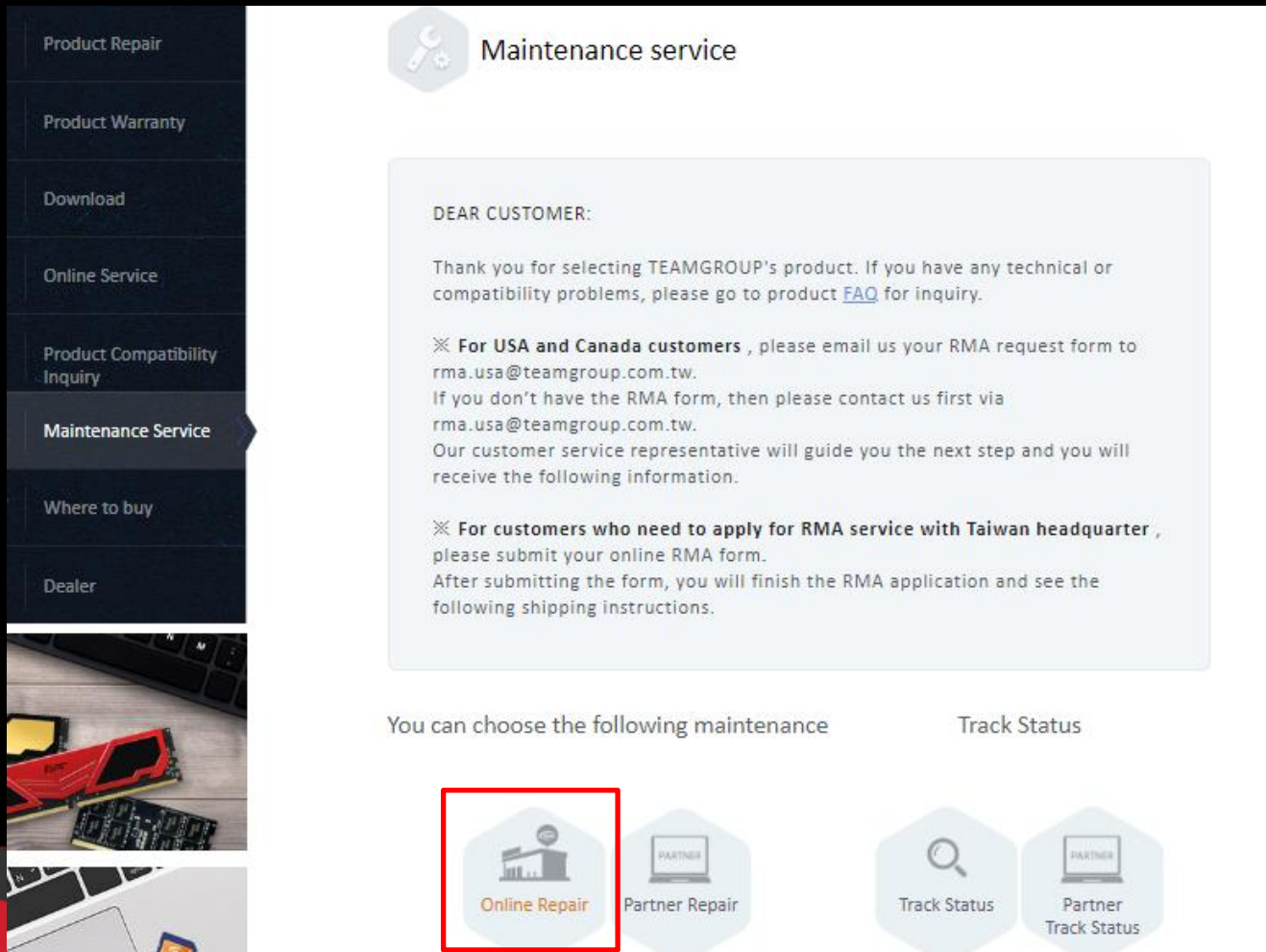
## Step 1

1. Go to Team Group website, choose " support" (red frame), and click " Maintenance Service" (green frame).



# Step 2

## 2. Click "ONLINE REPAIR" (red frame)



**Maintenance service**

DEAR CUSTOMER:

Thank you for selecting TEAMGROUP's product. If you have any technical or compatibility problems, please go to product [FAQ](#) for inquiry.

※ **For USA and Canada customers** , please email us your RMA request form to [rma.usa@teamgroup.com.tw](mailto:rma.usa@teamgroup.com.tw).  
If you don't have the RMA form, then please contact us first via [rma.usa@teamgroup.com.tw](mailto:rma.usa@teamgroup.com.tw).  
Our customer service representative will guide you the next step and you will receive the following information.

※ **For customers who need to apply for RMA service with Taiwan headquarter** , please submit your online RMA form.  
After submitting the form, you will finish the RMA application and see the following shipping instructions.

You can choose the following maintenance

Track Status

**Online Repair** Partner Repair

Track Status Partner Track Status

# Step 3

## 3. Please agree after finish reading the terms and condition. Then fill your personal information below.

11. Please must not send products which are not made by Team Group.

I have read and understood the terms and conditions

STEP 1. Please fill your personal information.

•Your Name |

•Gender  Male  Female

Company Name |

•Tel |

Extension |

Please must fill in area code. ex: 81331456789

Accept number Only

Mobile |

•Email |

If you use free mailbox, then please check in your spam to receive the RMA letter.

•Country |

•City |

•State |

•Zip Code | Please fill NA if it's not available.

•Address |

Please fill in complete address.

\*According to our private policy, we will protect your personal information.

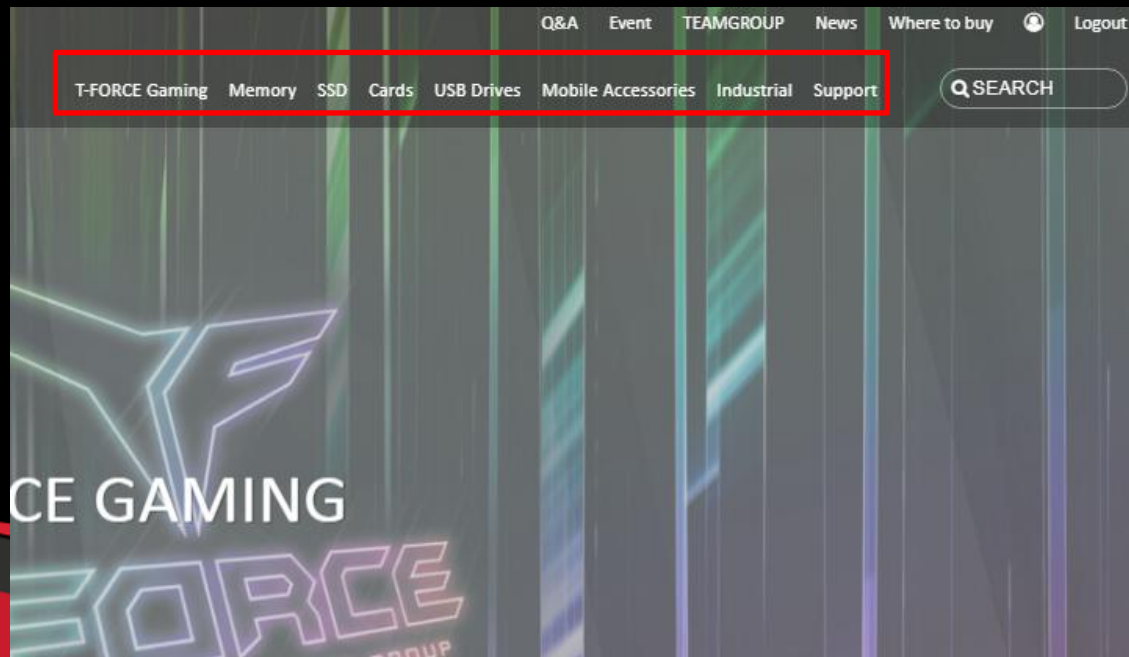
## Step 4

## 4. Please fill your RMA product information.

STEP 2. Please fill your RMA product information.

Add RMA Product

You can check the product information on Team Group website.



## Step 4

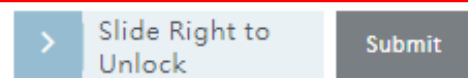
- If you have many RMA products, please repeat the step4 to add.
- If you want to RMA SSD products, please fill the Serial Number which attached on the back of product.(AA+10 digital numbers)



## Step 5

## 5. Slide the arrow to unlock and click submit.

STEP 3. Please confirm the RMA form data is correct or not, then Slide Right to Unlock and Submit



**Easy steps to fill online RMA form:**

1. Please fill in your contact information online. Please note that don't add any blank or special character in the Tel or Mobile column; therefore, with the RMA number and the telephone number, you can check the RMA status.
2. Please fill in your Team Goup RMA product information online
3. After submitting the online form, you will receive an email to obtain one RMA number and RMA information
4. Please print the shipping label and send the RMA products to Team Group via using register mail or express service.

If there are any questions, while you are filling in the online RMA form, please feel free to email us via [rma@teamgroup.com.tw](mailto:rma@teamgroup.com.tw).

Our agent will offer our best service for you.

## Step 6

6. After sending, your page will automatically change to the following screen. Please click “Print Document” (red frame) to paste the document outside the RMA product package.

TEAMGROUP 

Notice : This mail send by system automatically , plaese do not reply directly °

Your RMA Repair Form Number : 18L0052

Dear Customer :

Thanks for giving Team Group an opportunity to serve you !

Please [Print RMA](#) , affix it on the package and send it to Team Group °

If it is not possible to print, please remark [RMA Number] & [Your Name] & [Your Telephone Number] on the package, and send it to following address :

Recipient : Team Group Co., Ltd. Customer Service Center

Address : 3F., No.166, Jian 1st Rd., Zhonghe Dist., New Taipei City 235, Taiwan (R.O.C.)

※Please send the RMA product to Team Group by register mail or express service as soon as possible, so you can avoid the invalidity of RMA number and postponing shipping date to repair or exchange the product .



## Step 7

7. You will receive a notification mail sent by the system. In the future, you will be able to use your RMA number and the completed e-mail address to check the progress of RMA service.

TEAMGROUP 

Notice : This mail send by system automatically , plaese do not reply directly °

Your RMA Repair Form Number : 18L0052

Dear Customer :

Thanks for giving Team Group an opportunity to serve you !

Please [Print RMA](#) , affix it on the package and send it to Team Group °

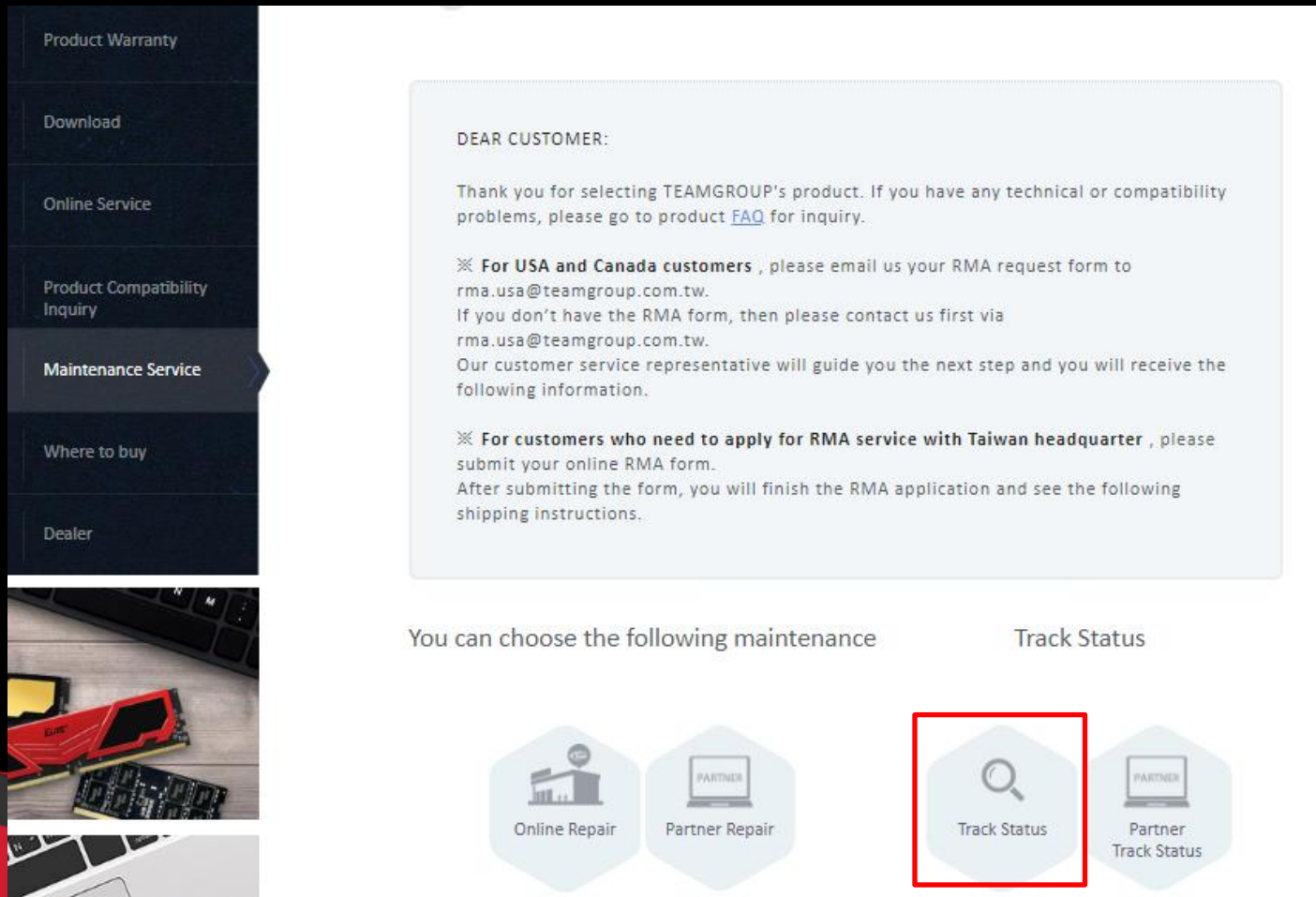
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Thank you for reading.  
Follow-up RMA track status can be found on page 2.



Product Warranty

Download

Online Service

Product Compatibility Inquiry

**Maintenance Service**

Where to buy

Dealer

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