

# How to apply for RMA service? - Distributor

Customer Service center

2019.04.09

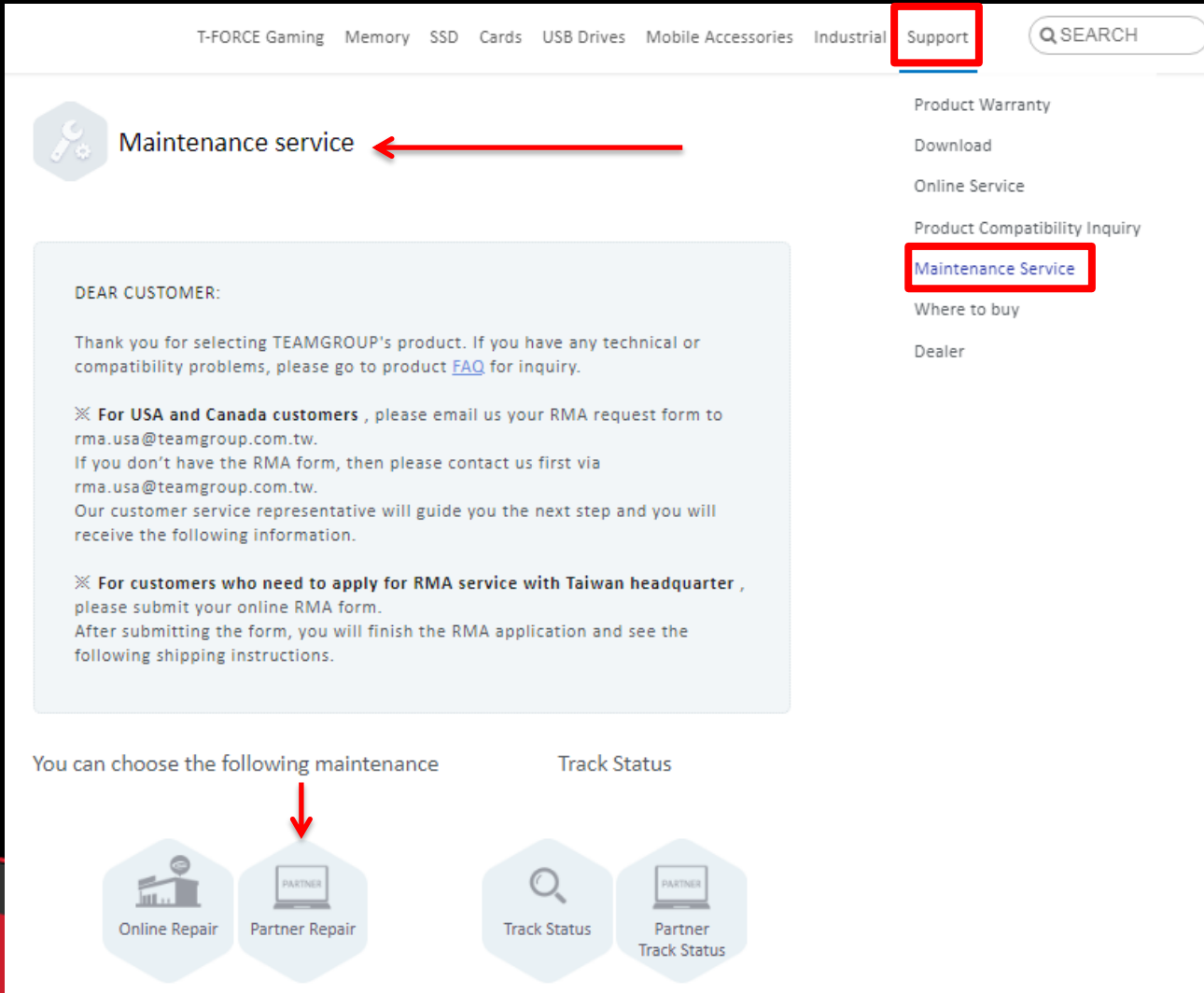


## Tips


1. First, please ask your company to apply for the exclusive account and password of the dealer to the business window of TEAMGROUP.
2. If your company has multiple business locations, and different locations will apply for RMA repairs, please apply for different accounts and passwords to avoid confusion and sending errors of RMA information.

## Step 2

First, please go to the TEAMGROUP official website and click on the [Support Services] project, then choose the[Maintenance service].



T-FORCE Gaming Memory SSD Cards USB Drives Mobile Accessories Industrial **Support**

 Maintenance service ←

Product Warranty  
Download  
Online Service  
Product Compatibility Inquiry  
**Maintenance Service**  
Where to buy  
Dealer

DEAR CUSTOMER:


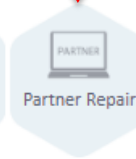
Thank you for selecting TEAMGROUP's product. If you have any technical or compatibility problems, please go to product [FAQ](#) for inquiry.

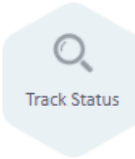
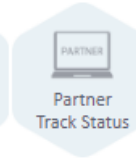
※ For USA and Canada customers , please email us your RMA request form to [rma.usa@teamgroup.com.tw](mailto:rma.usa@teamgroup.com.tw).  
If you don't have the RMA form, then please contact us first via [rma.usa@teamgroup.com.tw](mailto:rma.usa@teamgroup.com.tw).  
Our customer service representative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

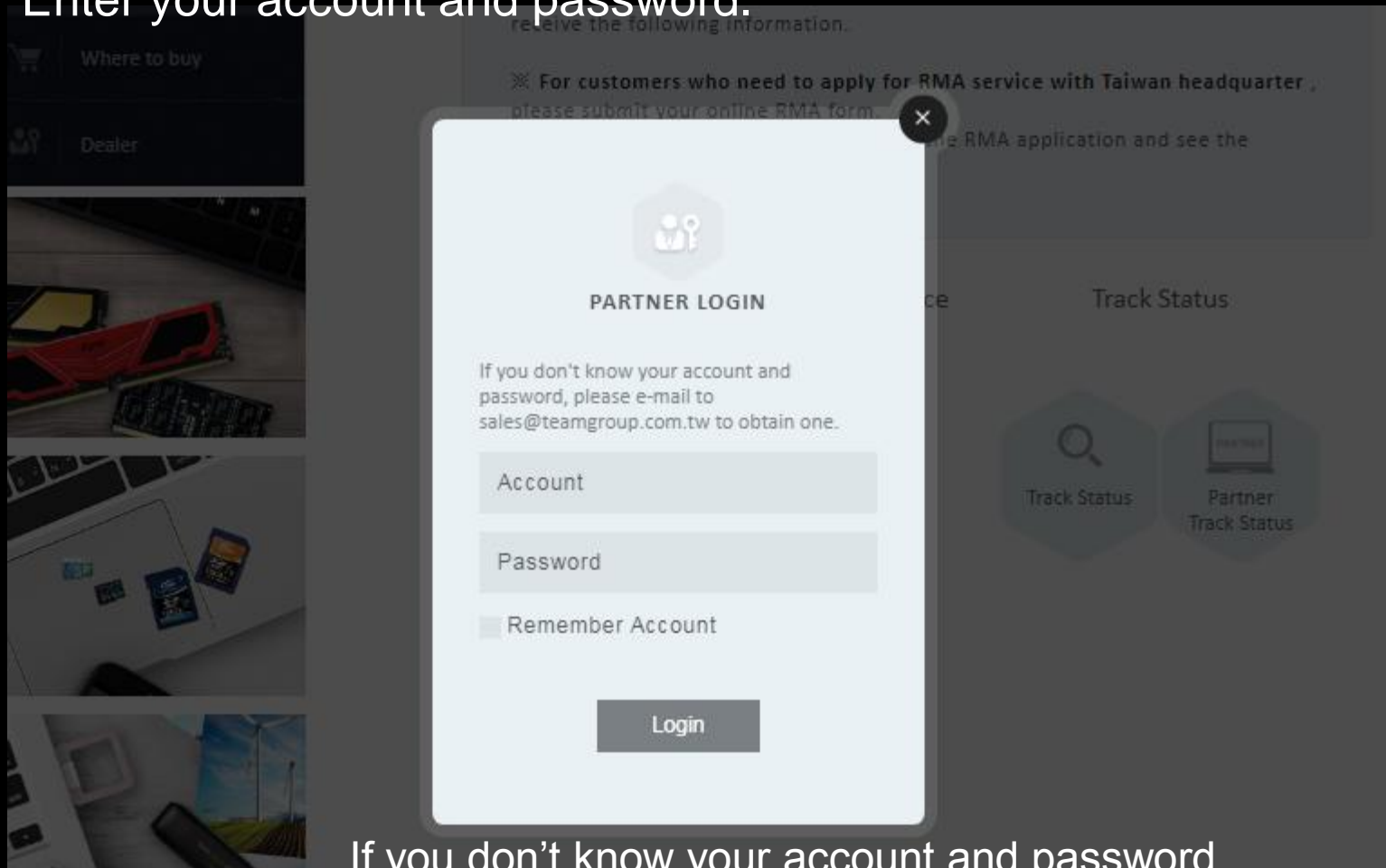
Track Status

 Online Repair  Partner Repair

 Track Status  Partner Track Status

## Step 3

Enter your account and password.



Where to buy

Dealer

Track Status

Partner Track Status

PARTNER LOGIN

If you don't know your account and password, please e-mail to [sales@teamgroup.com.tw](mailto:sales@teamgroup.com.tw) to obtain one.

Account

Password

Remember Account

Login

If you don't know your account and password, please email to [sales@teamgroup.com.tw](mailto:sales@teamgroup.com.tw) to obtain one.

## Step 4

## Read and check.

## Notes:

The applicability of this warranty does not include product damage caused by unnatural external causes. If any of the following situations occur, then the product is not covered by Team Group's warranty requirements.

1. Damage caused by accidents, vandalism, misuse, unauthorized disassembly, natural disasters or power problems.
2. Our product must be used with other compatible computer equipment; if the damage is caused due to other manufacturer's accessories, warranty obligations will not be upheld.
3. Product maintained or disassembled by unauthorized technical personnel.
4. Warranty label, product serial number or tamper label is modified, damaged or unclear.
5. If the RMA product we received is not made by Team Group, then our RMA service will be stopped and warranty will be waived.
6. For certain products, maintenance is done by replacing them with reserved products; therefore, it is possible that after maintenance the product returned to the consumer may not be the original one sent in for maintenance.
7. Because high product turnover, when a product is no longer produced or the original manufacturer no longer provides maintenance, our customer service representative will confirm via telephone or email if you agree to replace it with a substitute.
8. After submitting the online RMA form in 14 days, please send the RMA products to Team Group. After 14 working days, the RMA number you applied would be invalid. Please apply for a new RMA number online again.

 I have read and understood the terms and conditions

# Step 4

## Fill Partner Information

\* Company Name |

\* Contact Name |

\* Gender  Male  Female

\* Email |

\* Phone Number |  Ext |

Please start with country code , ex : +819123456 \* This field is accept + and digital only. Do not leave space. Accept number Only

Mobile |

\* Country |  If country name was wrong, please contact us to change. \* City |

\* State |  \* Zip Code |

\* Address |

## Step 5

Fill RMA contact information by clicking same as company information or modify

**STEP 2. RMA contact**

[Same as company information](#)   [Modify Member Information \(Click here to update member information\)](#)

• RMA Contact Name |

• Gender    Male    Female

• RMA Email |

• RMA Phone Number |

RMA Mobile Number |

• RMA Product Return Country | Please select country

• City |

• State |

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

• Address | Please fill address

Please fill in complete address.

Please choose the same as company information you just filled or you need to modify member information

This mail address is very important!!  
Please must check before submitting

## Step 6

## Choose method 1 or 2

## STEP 3. File Upload

- Method 1 : File Upload     Method 2 : Fill Form Information

選擇檔案 : Browse

- If you have too many RMA products, then we suggest that downloading the [RMA form file](#) to fill, uploading the file, and then submitting.
- If you have only a few RMA products, then we suggest you could fill out the online RMA form and then submit immediately.



If you need to RMA SSD, then please must fill Serial Number (S/N) which is on the sticker It's ten digit number and start with double A.



## Step 6

### Method 1 :

1. File upload is suitable for use when more items to RMA repair.
2. It can only use the EXCEL file format.
3. It is recommended to download the EXCEL file format provided by the company. Can reduce the time of the two sides to confirm the information due to incomplete information

- If you have too many RMA products, then we suggest that downloading the [RMA form file](#) to fill, uploading the file, and then submitting.
- If you have only a few RMA products, then we suggest you could fill out the online RMA form and then submit immediately.

## Step 6

### Method 2:

1. Fill form information is suitable for use when less items to RMA repair.
2. If you need to add other products, please click the bottom below.

**STEP 3. File Upload**

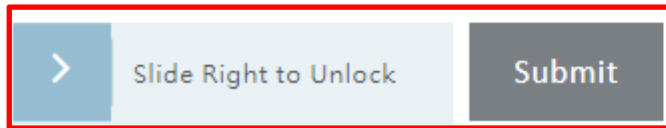
Method 1 : File Upload     Method 2 : Fill Form Information

Add Product +

## Step7

Slide to submit the RMA form

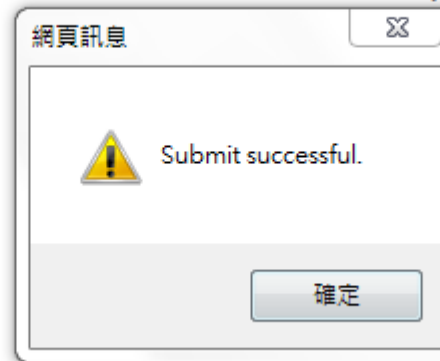
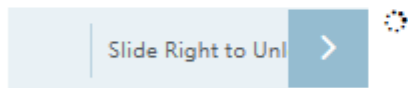
STEP 4. Please make sure your personal information is correct, then slide the bar down there and submit RMA form.



## Step8

## Submit successful

**STEP 4. Please make sure your personal information is correct, then slide the bar down there and submit RMA form.**



Please print the address label to paste on the packing material or  
remark the RMA number on the package

## RMA service application submit successfully

RMA Number : **19D0190**

Repair Status : Pending

Dear Customer,

Thanks for giving Team Group an opportunity to serve you !

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

If it is not possible to print, please remark [RMA number] & [Your company name and contact name] & [Your telephone number] & [Your address] on the package, and send it to the 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 delay of shipping date to repair or exchange the product due to delay delivery.

# Congratulations!

## RMA service application submit successfully

RMA Number : **19D0190**

Repair Status : Pending

1. Please check the RMA email in the mailbox you filled in, which is sent by our RMA system automatically
2. In the future, you can check the RMA status by using RMA number and your RMA email address

Dear Customer,

Thanks for giving Team Group an opportunity to serve you !

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