

Danfysik RMA System

Quick Guide

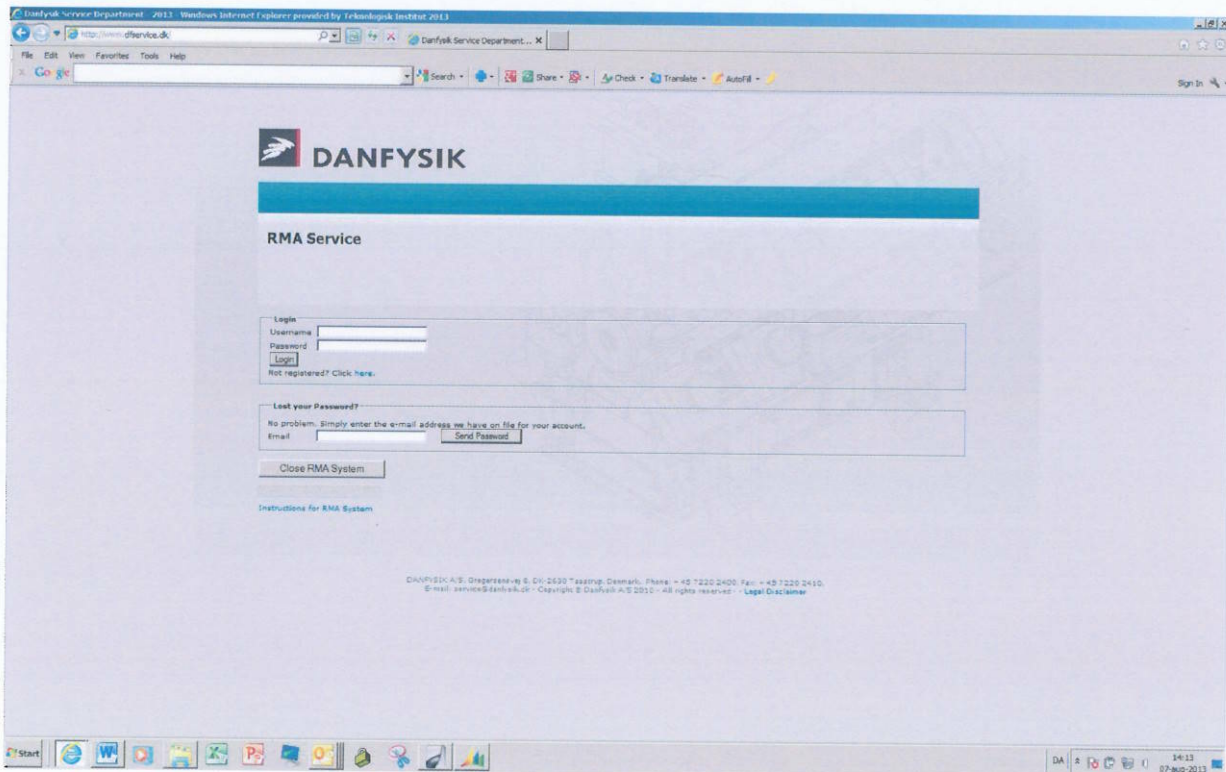
General:

Danfysik uses a web based returns system (RMA system) to register and handle products returned for repair or calibration.

All products must be registered in the RMA system before returning them. This requires a customer account to be set up. The account can then be used for all future returns.

Requests for returns, received via the RMA system, are handled by Danfysik Service Department. If the request is approved, a RMA number is issued via email. The RMA number is used as reference both internally in Danfysik and in all correspondence with the customers.

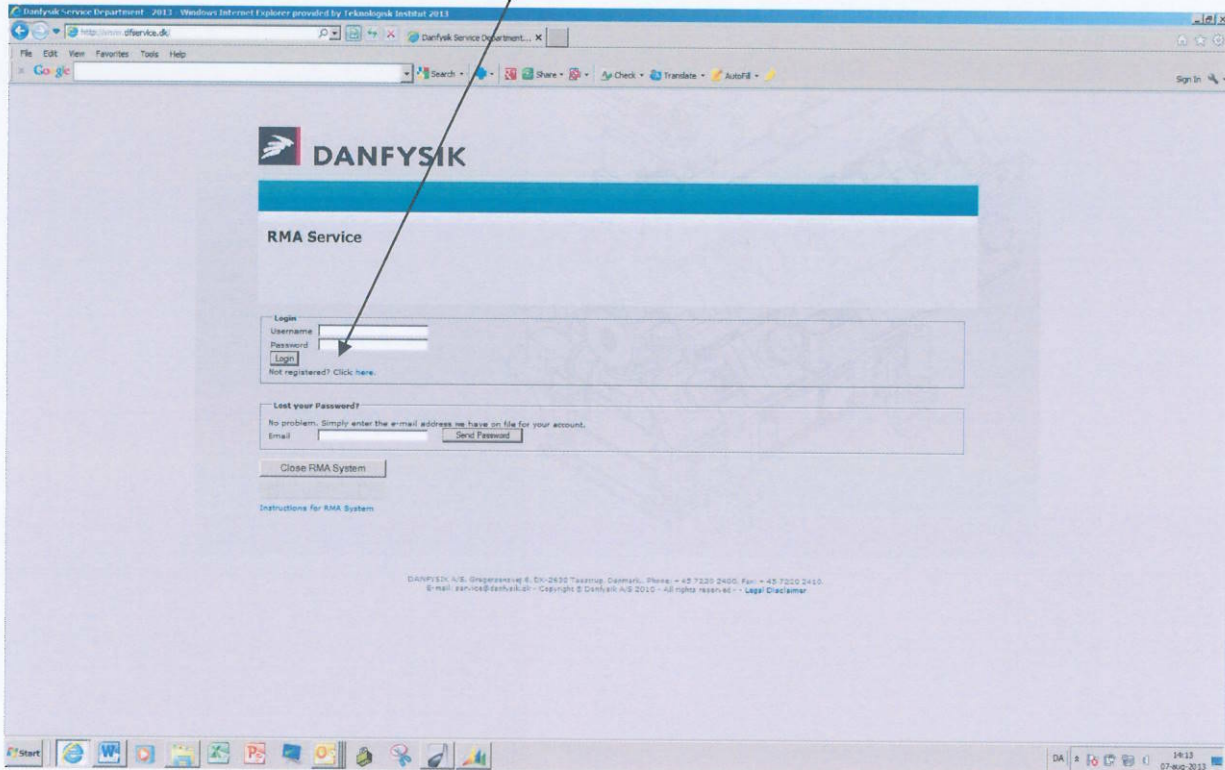
Danfysik RMA System:



This is the log on page for the RMA system. It can be accessed directly via www.dfservice.dk/rma or via the Danfysik official webpage www.danfysik.com

Creating an account:

Click on the "Not registered? Click here" link and follow the instructions.

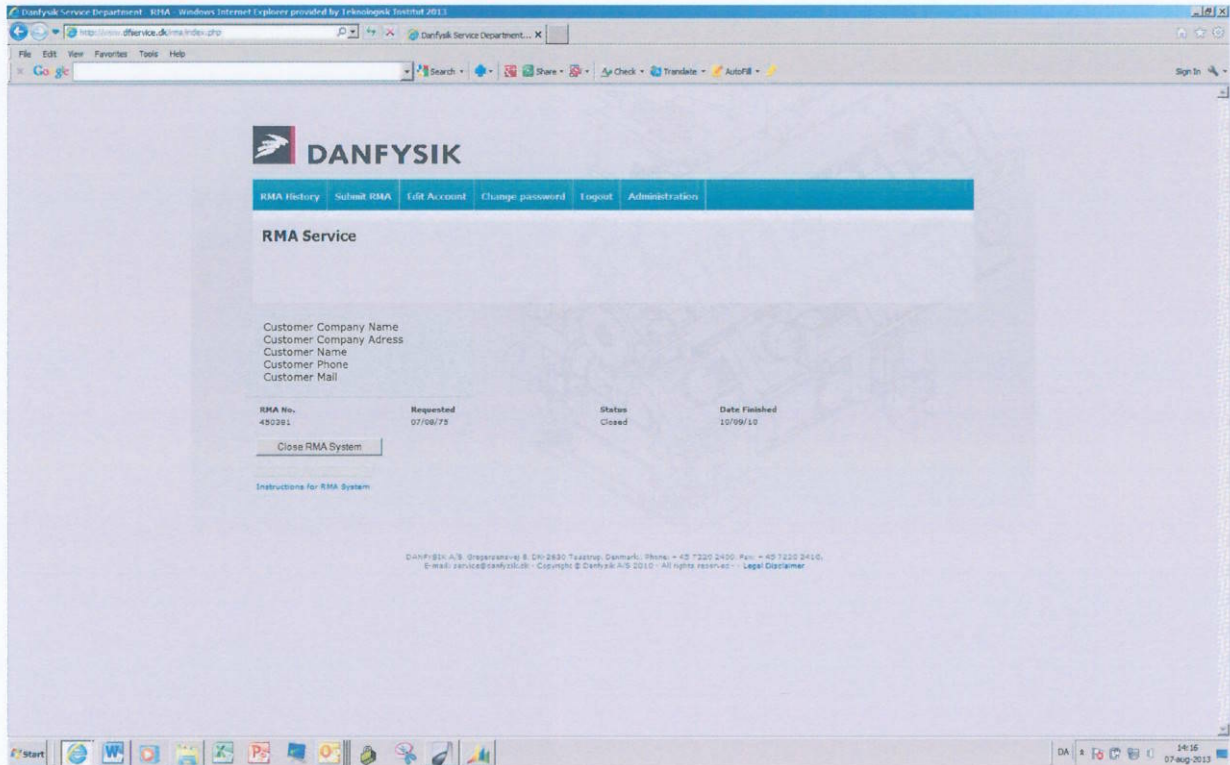


When registration is completed, the RMA system will send an activation email to the specified email address.

After activating the account, the customer can log in to the RMA system, using the provided Username and Password .

Requesting an RMA number:

After log in, the following page is displayed.



The screenshot shows a web browser window displaying the DANFYSIK RMA Service interface. The page features a navigation menu with options: RMA History, Submit RMA, Edit Account, Change password, Logout, and Administration. Below the menu, the 'RMA Service' section is visible, containing a form for customer details and a table of RMA records.

Customer Company Name
Customer Company Address
Customer Name
Customer Phone
Customer Mail

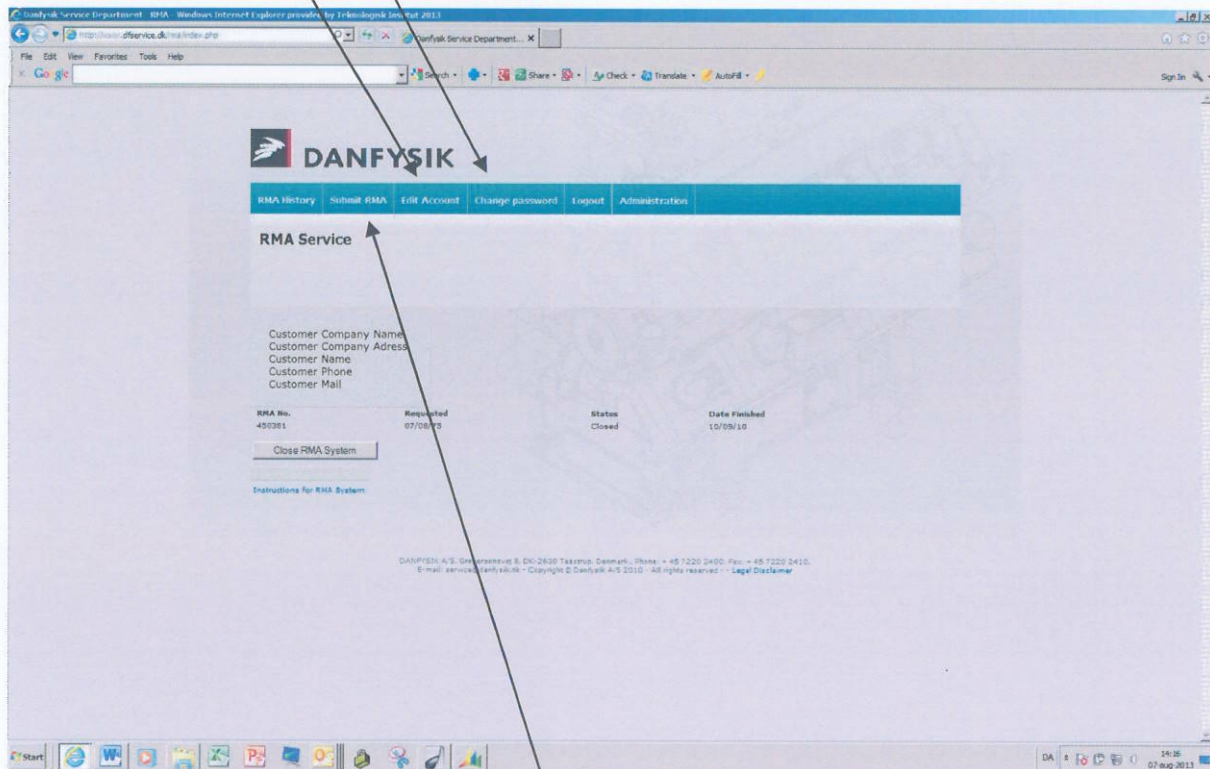
| RMA No. | Requested | Status | Date Finished |
|---------|-----------|--------|---------------|
| 430281 | 07/08/75 | Closed | 10/09/10 |

[Instructions for RMA System](#)

DANFYSIK A/S, Øragervej 8, DK-2630 Taastrup, Denmark, Phone: +45 7220 2400, Fax: +45 7220 2400, E-mail: service@danfysik.dk - Copyright © Danfysik A/S 2010 - All rights reserved - [Legal Disclaimer](#)

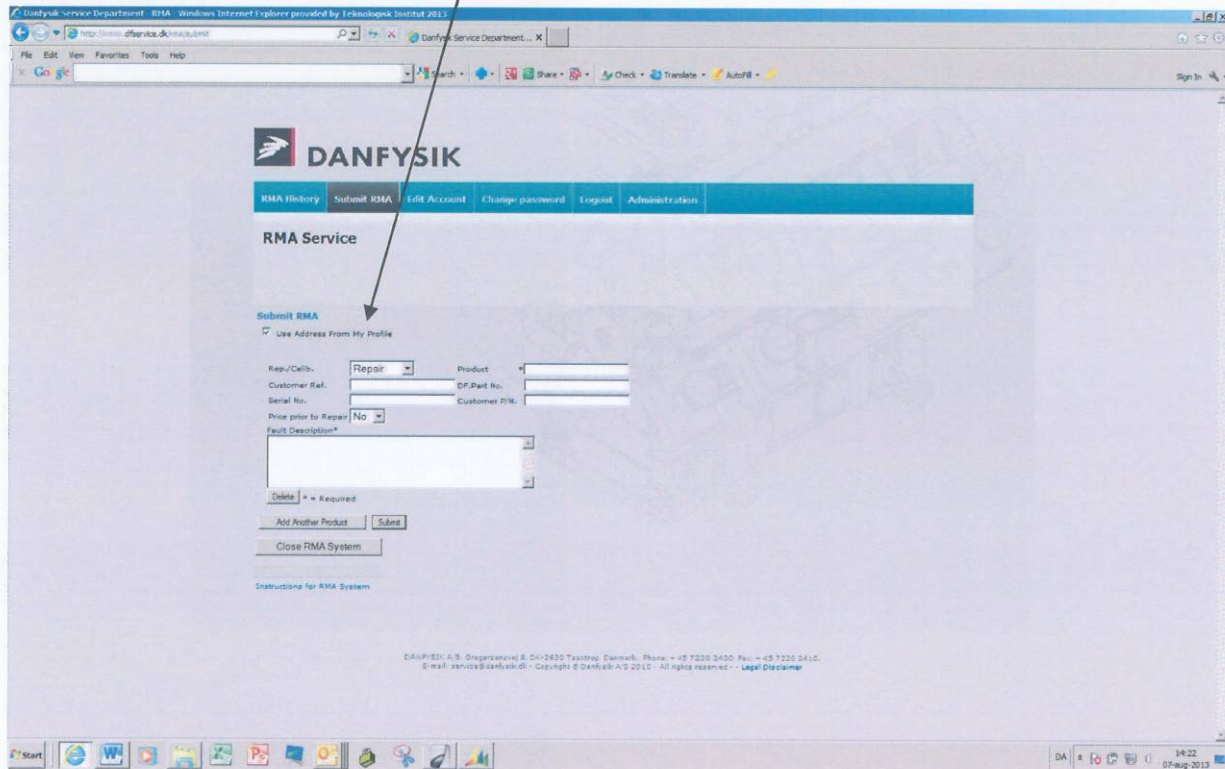
Here the customer can see company details and a list of open/closed RMA numbers. Clicking on an RMA number, will show details of the RMA and gives the possibility to print out repair reports.

Via "Edit Account" and "Change password" company details and password can be changed.



To request a new RMA number, click on "Submit RMA"

If return address needs to be changed for this specific return, untick 'Use Address From My Profile' and enter the new return address.



DANFYSIK

RMA History Submit RMA Edit Account Change password Logout Administration

RMA Service

Submit RMA

Use Address From My Profile

Rep./Cells. Repair Product

Customer Ref. DF Part No.

Serial No. Customer ZIP

Price prior to Repair No

Fault Description*

Delete * = Required

Add Another Product Submit

Close RMA System

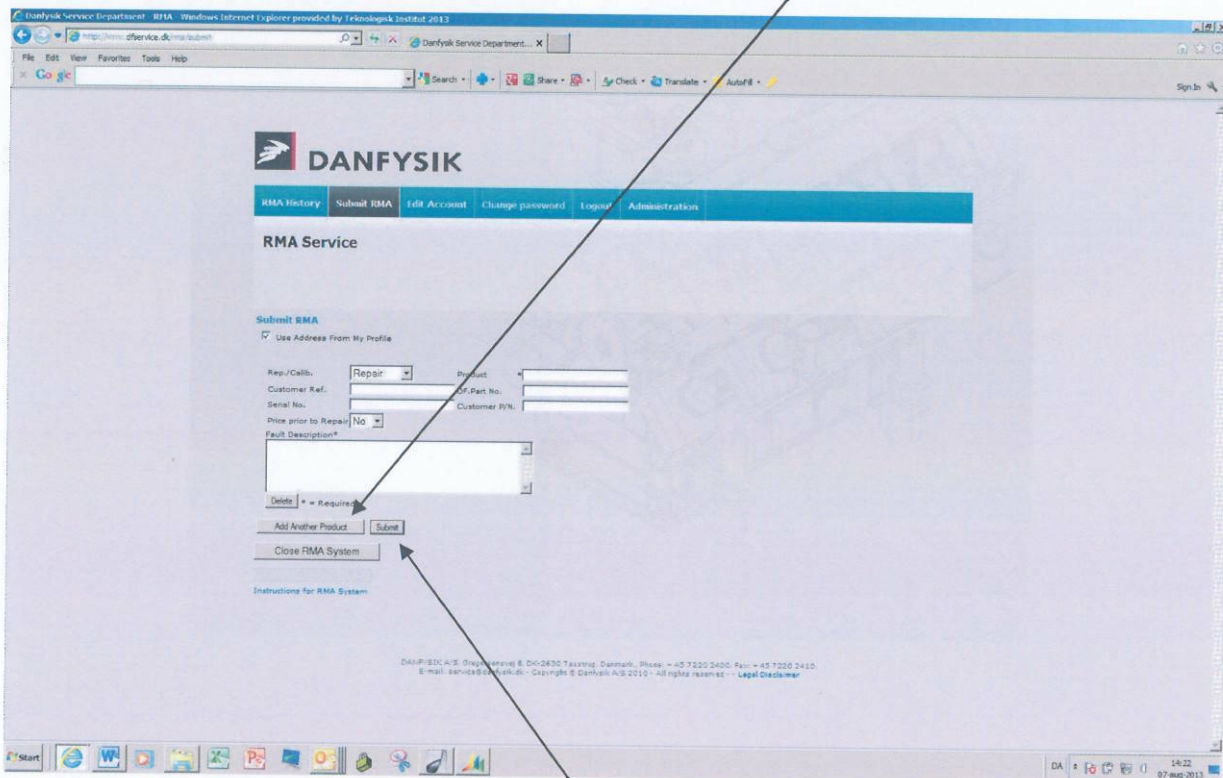
Instructions for RMA System

DANFYSIK A/S, Øragervej 8, DK-2630 Taastrup, Denmark. Phone: +45 7020 2400 Fax: +45 7332 2410. E-mail: service@danfysik.dk - Copyright © Danfysik A/S 2010. All rights reserved - Legal Disclaimer

Fill in details on the return.

Fields marked with * are mandatory.

If more than one product is to be returned, click on "Add Another Product".



The screenshot shows the Danfysik RMA Service web interface. The page title is "RMA Service". The navigation menu includes "RMA History", "Submit RMA", "Edit Account", "Change password", "Logout", and "Administration". The "Submit RMA" section is active, with the option "Use Address From My Profile" checked. The form fields are: "Repair" (dropdown menu), "Product" (dropdown menu), "Customer Ref." (text input), "Serial No." (text input), "Price prior to Repair" (dropdown menu), and "Fault Description*" (text area). Below the form are buttons for "Add Another Product", "Submit", and "Close RMA System". The footer contains contact information: "DANFYSIK A/S, Østergaardsvej 8, DK-2630 Tåstrup, Denmark, Phone: +45 7320 2400, Fax: +45 7320 2410, E-mail: service@danfysik.dk - Copyright © Danfysik A/S 2010 - All rights reserved - Legal Disclaimer".

When all information is completed, click on "Submit" to save the information and send the request for an RMA number.