INNPRO B2B EN RMA MANUAL

In order to create a RMA claim go to **https://service.innpro.eu**
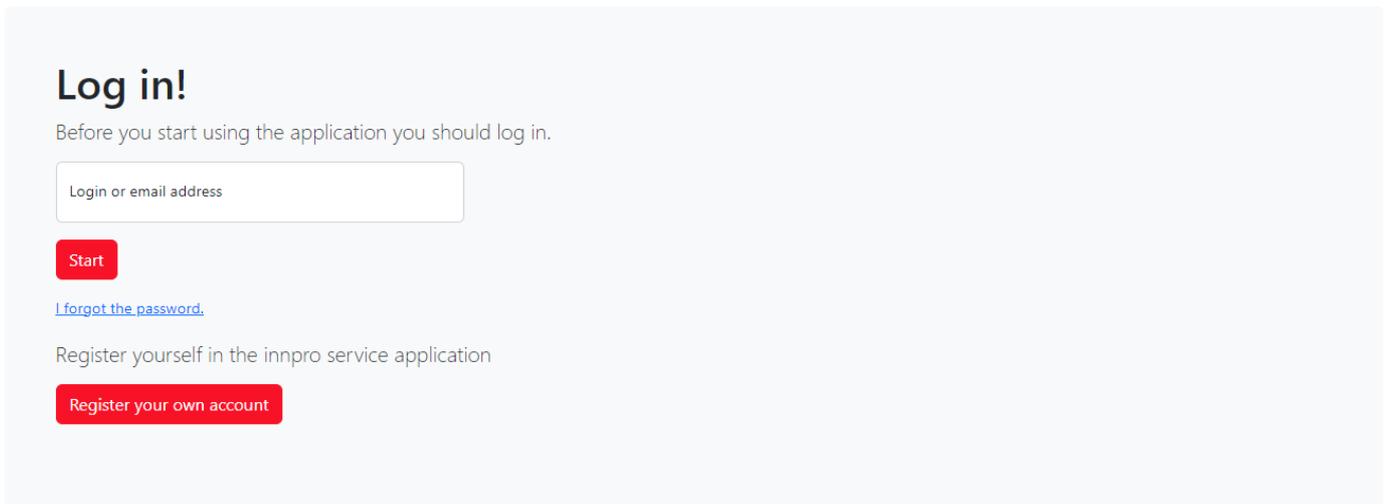
The RMA platform does not use the same login data as https://b2b.innpro.eu

If you do not have a registered account on our service platform you must register your account at first.

Account registration
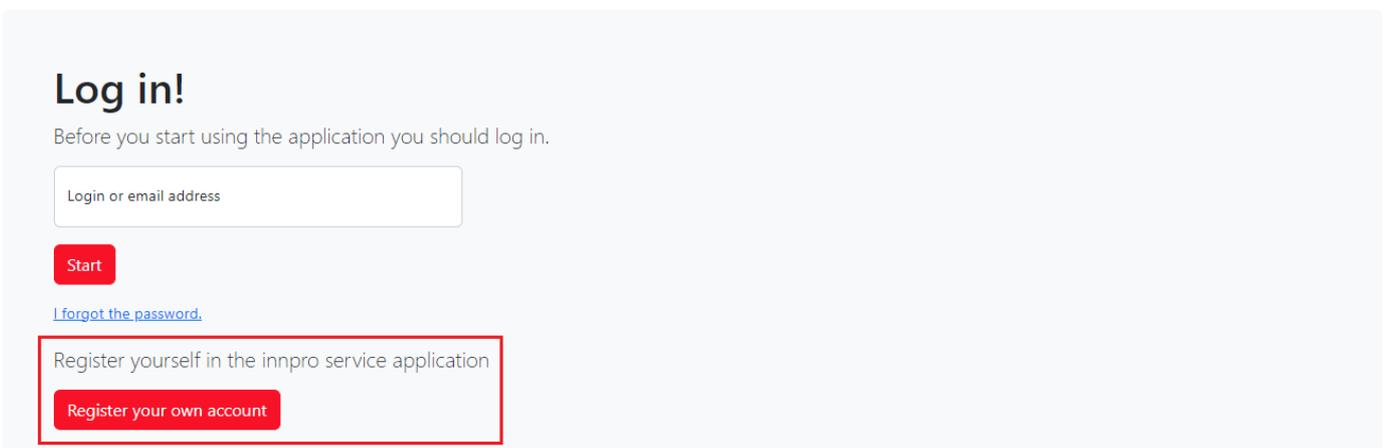
Click on the "Register your own account" button

Fill out the form with the correct data

1. Make sure to choose correct account type.

2. Choose your VAT ID prefix accordingly.

3. Enter your VAT ID number without any prefixes.

4. This email address is used for all of the communication regarding your registered claims. It can also be used to login to the panel. **Make sure to enter it correctly!**

5. Keep your login details safe.

You will receive an email with the account activation link. Account activation is required to login.

Creating a RMA

Your claim panel landing page

*1. Click here to **add a new claim**.*

*2. To verify whether the **serial number** of the device appears in the INNPRO database, enter your device's **serial number** then confirm with **ENTER**. (doesn't work for every brand).*

*3. To check any previously created claim status enter **INNPRO RMA number** (RMA/individual claim number/SR/year), **serial number** (if provided earlier) or **your claim number** (if provided earlier) then confirm with **ENTER**.*

*4. To check your available warranty for a product enter **EAN/GTIN-13 code** (can be found on product's packaging or online using any popular search engines.)*

Warranty period is verified based on last date of purchase of the product.

Clicking on **Add a new claim** directs you to claim form

Import of claims from a CSV file

Module for uploading claims from a .csv file encoded in UTF-8, the space bar is a comma, the string delimiter is quotation marks. Maximum number of lines: 30! data sequence: (own rma number,ean,sn,date of sale in format (yyyy-mm-dd),description of the problem, service expectations) If you have any questions or problems, please contact us. service@innpro.eu

1 | Choose File | No file chosen | **Import** |

Add a claim

To register a new claim in the service database, complete the form below - if you have any problems, please contact service@innpro.eu

2 EAN/GTIN-13 code

3 Serial number: DJI / ECOFLOW / SMARTMI / EDIFIER / VIOMI / ROIDMI / DREAME / AMAZFIT / DEERMA

4 Document date

5 Description of defect, problem, visible mechanical damage

6 If you have your own claim number you can enter it here

Dane ARS

7 If you know the tracking number of the parcel you will be sending to us, you can enter it here

8 Select the type of claim

9 If you are sending us additional items related to this claim, you can specify them here

Return delivery address   ○ Claim return address

It is mandatory to add a copy of the sales document to the end customer!

10   Add attachments, drag and drop or choose files (photos, copy of sales document)

1. *You can upload CSV file with RMA claims. Remember to keep the correct format **own RMA number,EAN,SN,date of sale in format (yyyy-mm-dd),description of the problem,service expectations***

2. ***EAN code** - can be found on product's packaging or online using any popular search engines.*

3. ***Serial number** - can be found on product's packaging or on product itself (required only for the brands listed).*

4. ***Date of purchase** - entered date has to be the same as on the sales document in field **10**.*

5. *Describe the problem with the product as detailed as possible. The more detailed description makes the RMA process a lot shorter.*

6. *If you have your own RMA number enter it here, you can use it later to easier find the claim that you are looking for.*

7. *You can enter the tracking number of the parcel that the claim will be sent with. It can help you keep the RMA and parcel co-relation.*

8. *Select type of claim that you want to create (**DJI types are reserved for DJI products only**).*

9. *Here you can specify the contents of the package that you send. Please note any additional items that you send with the device.*

10. *Add a proof of sale of the claimed product. It is required to provide such document in order to start processing the claim.*

Certain products can be claimed in larger quantities under single RMA.
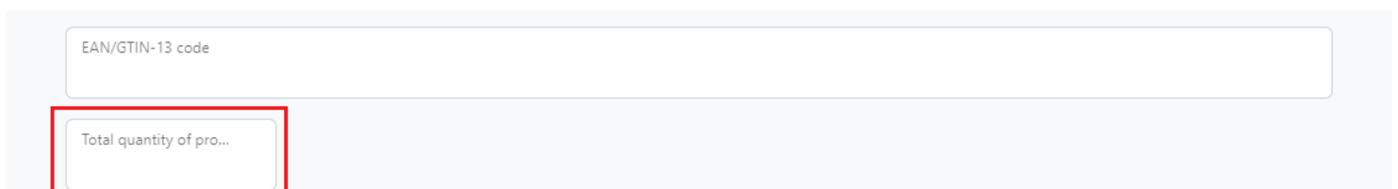
The additional field shows up after entering EAN code of eligible product.

Enter the correct quantity of the product you wish to create RMA for.

Certain products in addition require choosing type of the problem in the field

The additional field shows up after entering EAN code of eligible product.

After filling all the required field in the form you can **generate claim number**

Cancel **Generate claim number**

Now, put generated RMA number on the product - unmarked claims can't be processed.

Claims have to be send to our service department for processing:

Service INNPRO
Rudzka 65C
44-200 Rybnik
POLAND

If something isn't correct, an error message will appear

Please fix the following problems

- **EAN/GTIN-13 code** - the number given does not appear in the database of purchased products or it is out of distributor warranty

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Please fix the following problems

- **Type of fault** - the value entered in the field is incorrect

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Please fix the following problems

- **Attachment** - the required attachment has not been added