



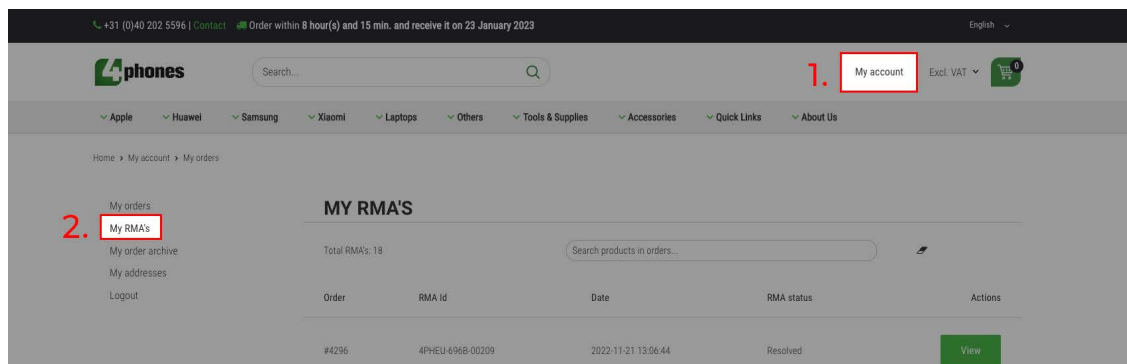
EN	Guide: how to create an RMA	1
ES	Guía: Cómo crear un RMA	9
FR	Guide : Comment créer un RMA	10

4phones Guide: how to create an RMA

RMA stands for “Return Merchandise Authorization”. This is the process we use to handle and manage the return of products, such as defective or wrongly delivered products.

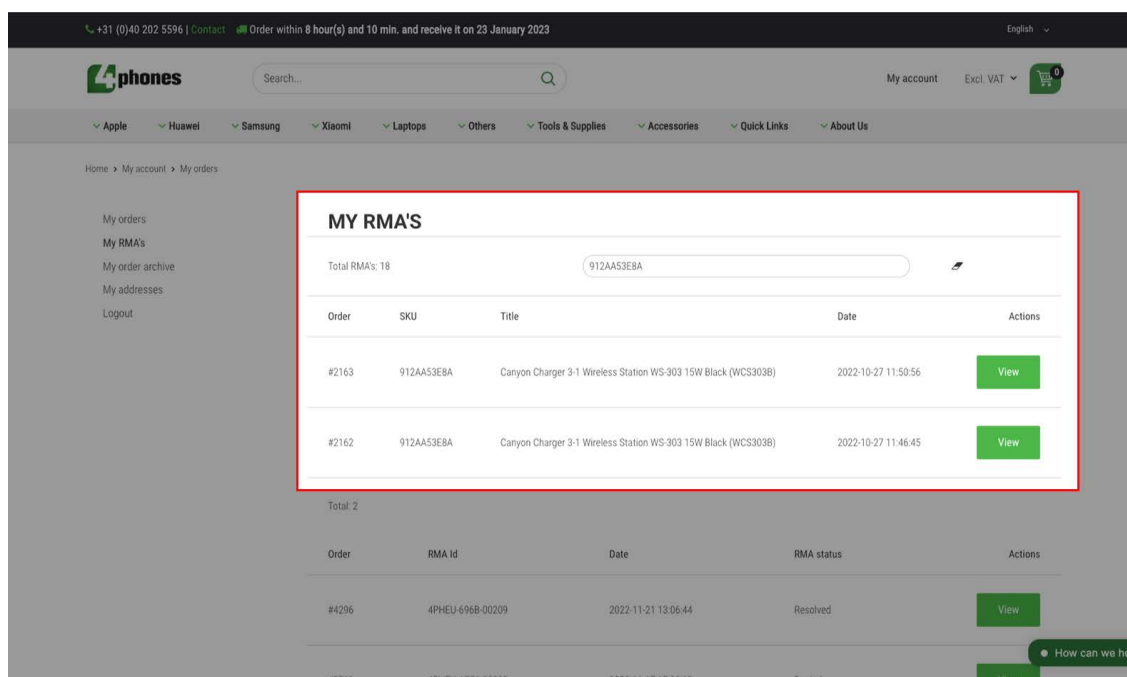
Do you wish to return the products you received? It is important to follow our guidelines for creating an RMA. In this manual, we explain exactly how to create an RMA on the 4Phones website.

1. Log into your customer account on our website. Go into “My Account” to “My RMA’s”.



2. Paste the SKU or order number of the product you wish to return into the search bar. The top result shows the product you are searching for. The table below shows an overview of your RMA history.

The orders or products you are searching for



Your RMA history: earlier created RMA's

Home > My account > My orders

My orders
My RMA'S
My order archive
My addresses
Logout

MY RMA'S

Total RMA's: 18

912AA53E8A

Order	SKU	Title	Date	Actions
#2163	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:50:56	View
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	View

Total: 2

Order	RMA Id	Date	RMA status	Actions
#4296	4PHEU-696B-00209	2022-11-21 13:06:44	Resolved	View
#2761	4PHEU-AFS1-00083	2022-11-17 17:38:12	Denied	View

How can we help you?

3. Focus on the top results, here you see the SKU or order you searched for. Click on the 'View' button of the product you wish to return.

Home > My account > My orders

My orders
My RMA'S
My order archive
My addresses
Logout

MY RMA'S

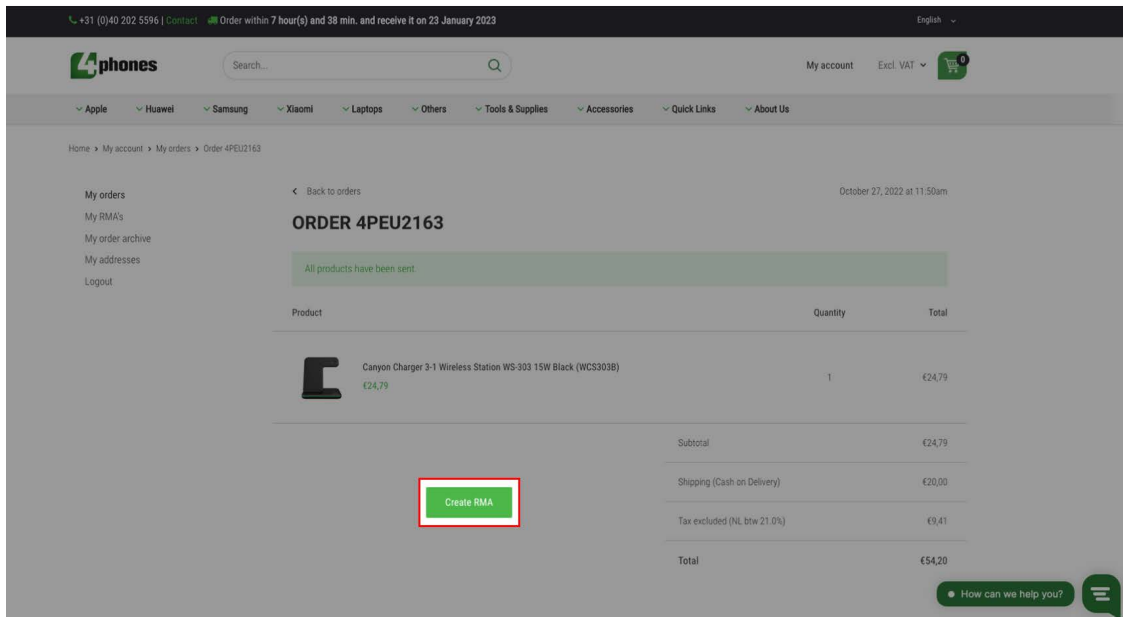
Total RMA's: 18

912AA53E8A

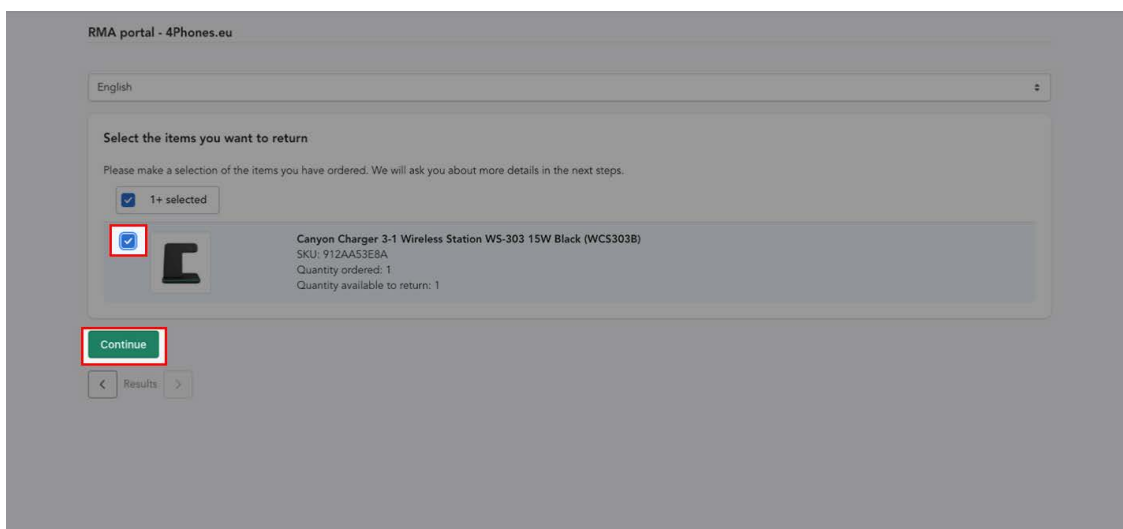
Order	SKU	Title	Date	Actions
#2163	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:50:56	View
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	View

Total: 2

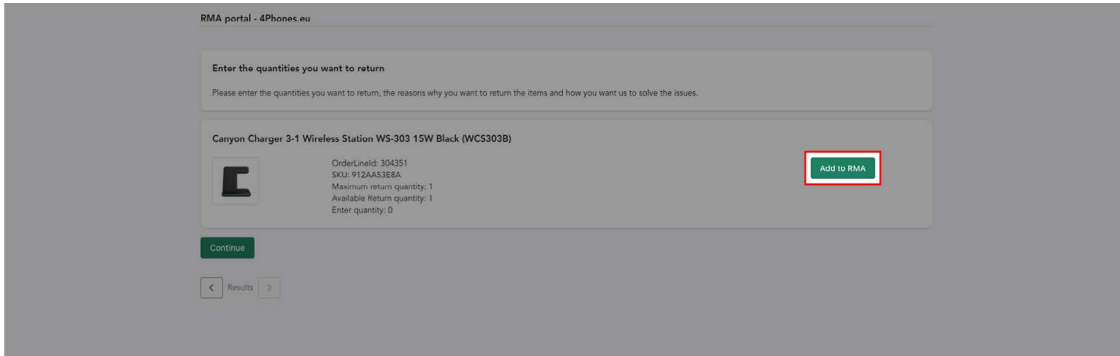
4. You are now viewing the page where you can start to create an RMA. Check if the details are correct and click on 'Create RMA'. This leads you to our RMA portal.



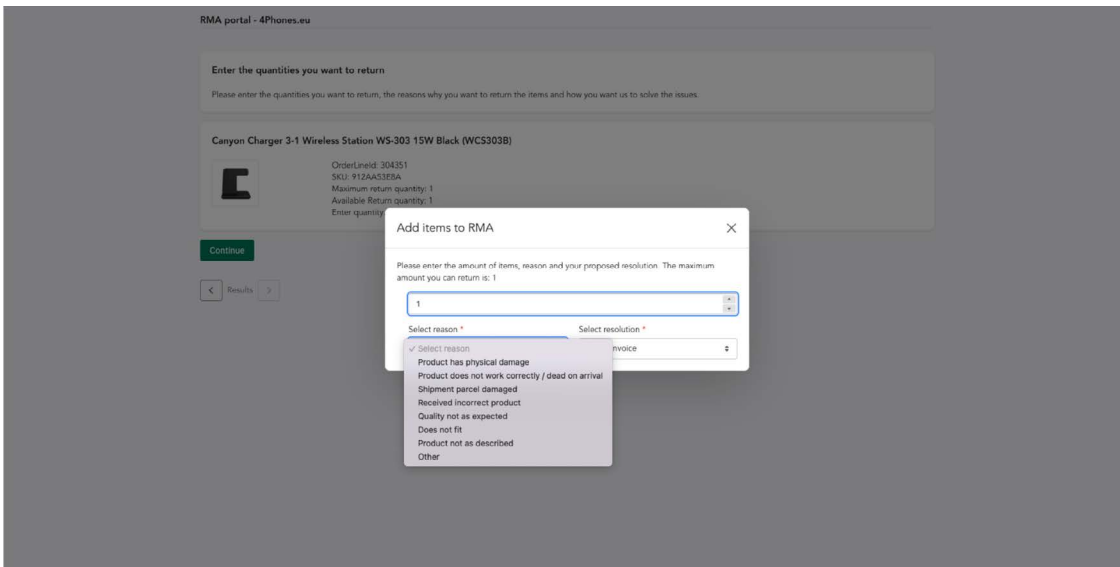
5. Welcome to our RMA portal! Select the product you wish to return and click on continue.



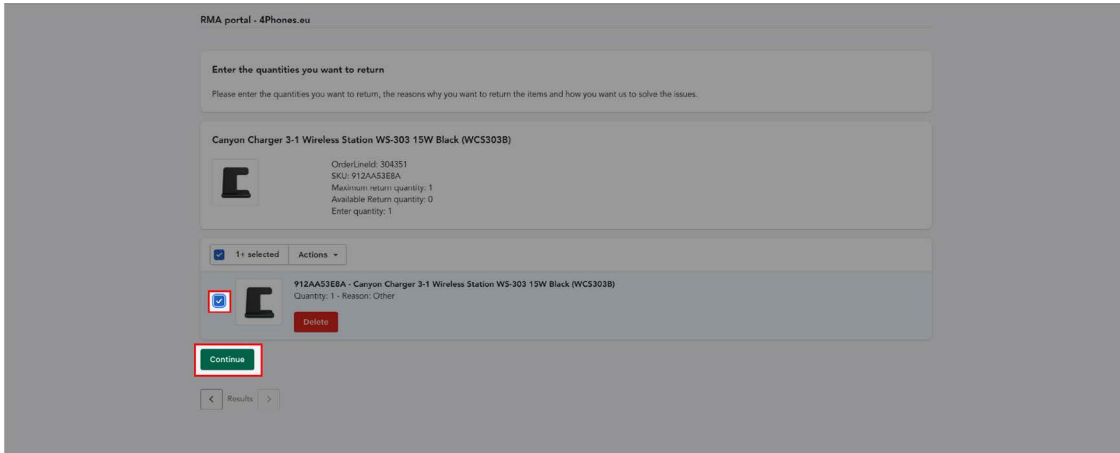
- In the next step, click on 'Add to RMA' . You'll now see a screen in which you can specify the details of your return request.



- Specify the details. In the pop-up:

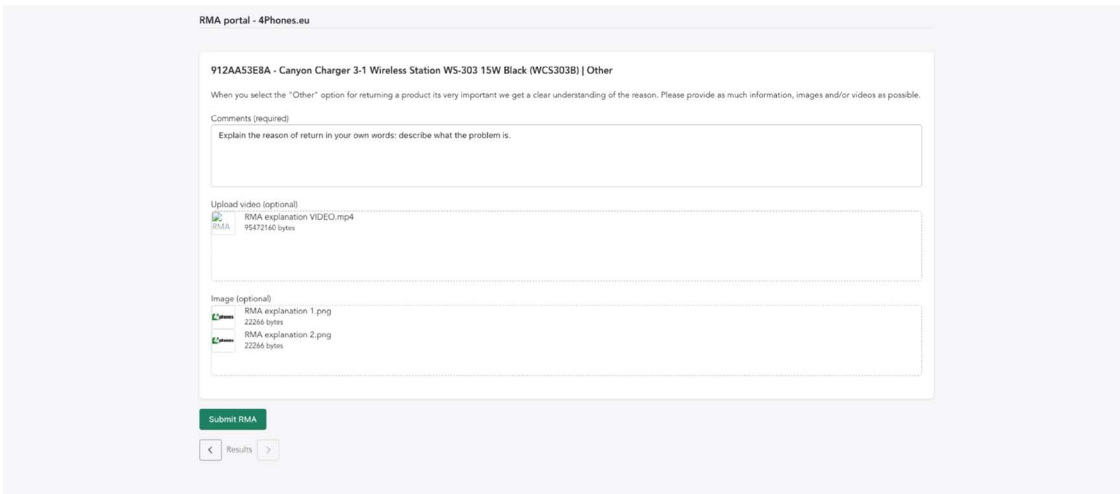


8. The RMA is almost created. Select the RMA and click on continue.

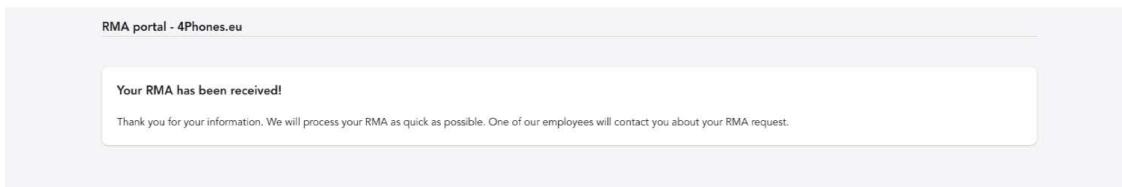


9. To finish your request, provide us with as much info as possible about why you want to return this product. Explain the reason for the return and upload photos and/or videos explaining the problem.* Then submit!

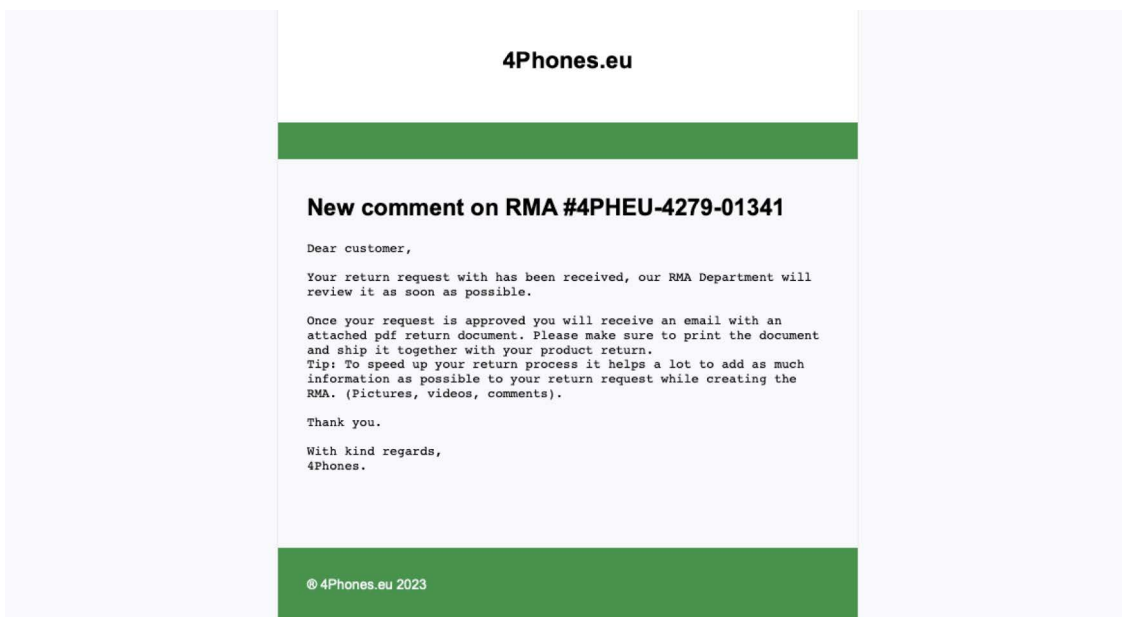
*We can approve your RMA faster and easier when you provide all information we need to clearly understand the problem. In some cases, not providing clear photos or a video of the problem may result in non acceptance of your request.



10. Your RMA has been submitted. You'll receive a confirmation email saying we received your request.

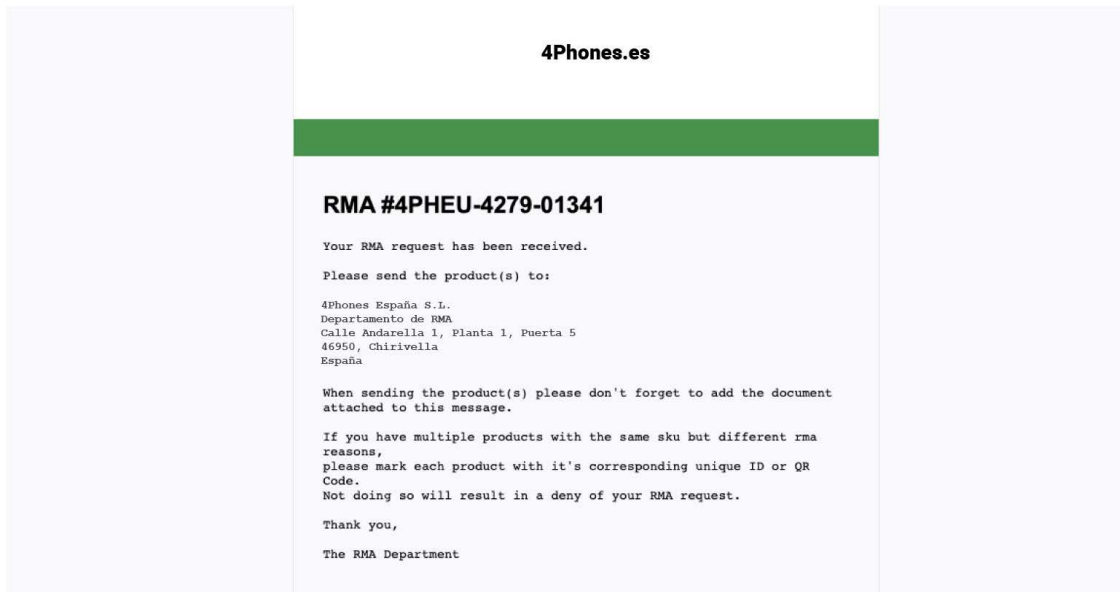


11. Our RMA department will review your request. Your request can be approved or denied. In both cases, you receive an email.

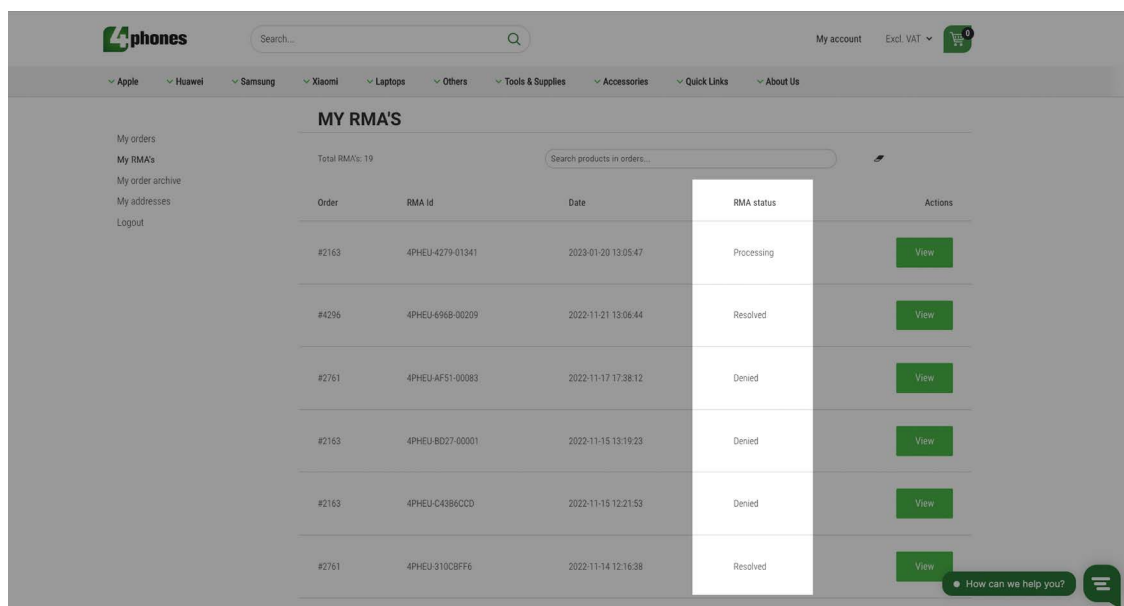


12. Is your RMA approved? Time to send your RMA! Print the form in the attachment, of the email, add it to the box, and send your package to:

4Phones España S.L.
 Departamento de RMA
 Calle Andarella 1, Planta 1, Puerta 5
 46950, Chirivella
 España



13. Once we received the items, our RMA department will check your returned products. You will receive status updates per e-mail, but you can also follow the status in your account by going to “My RMA’s”



14. Based on the guidelines of our RMA policy, your RMA can be denied or approved.

- RMA denied? The product will be disposed
- RMA approved? You'll get refunded by store credit

More info about our RMA process: <https://4phones.es/pages/rma-process>

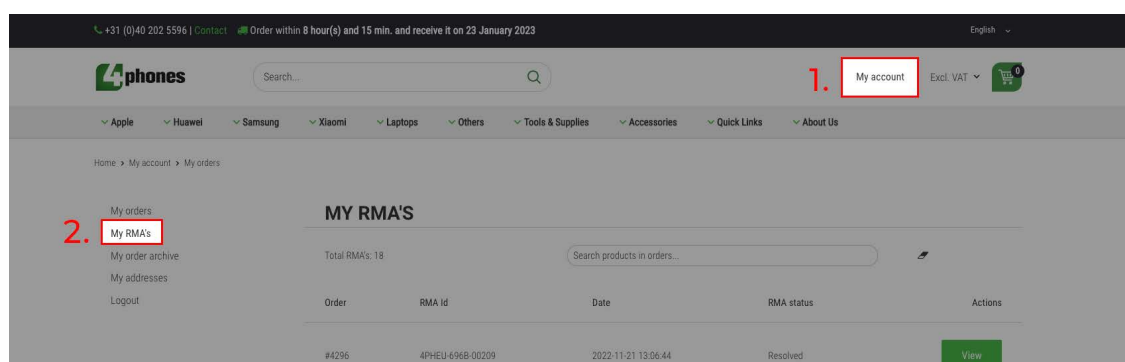
More info about our RMA policy: <https://4phones.es/pages/returns>

4phones Guía: Cómo crear un RMA

RMA son las siglas de “Return Merchandise Authorization” (autorización de devolución de mercancía). Es el proceso que utilizamos para tramitar y gestionar la devolución de productos, como productos defectuosos o entregados erróneamente.

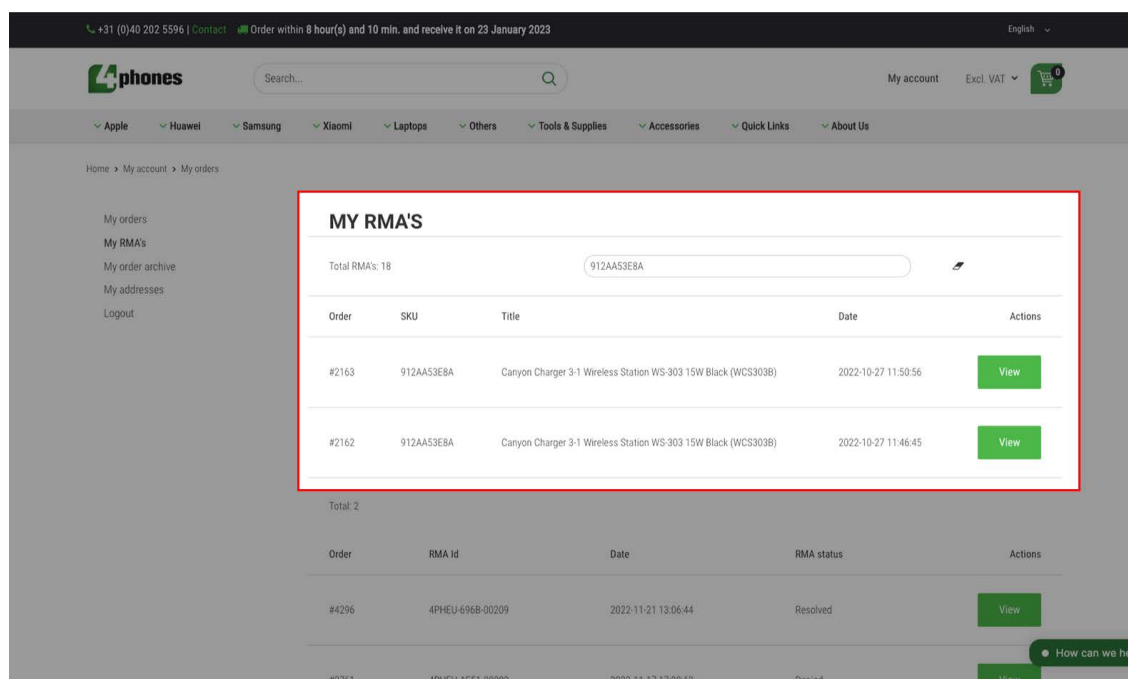
¿Desea devolver los productos que ha recibido? Es importante que siga nuestras directrices para crear un RMA. En este manual, explicamos exactamente cómo crear un RMA en el sitio web de 4Phones.

1. **Acceda a su cuenta de cliente en nuestro sitio web. Vaya a “Mi cuenta” a “Mis RMA’s”.**



2. **Pegue el SKU o el número de pedido del producto que desea devolver en la barra de búsqueda. El resultado superior muestra el producto buscado. La tabla siguiente muestra un resumen de su historial de RMA.**

Los pedidos o productos que está buscando



Su historial de RMA: RMA creados anteriormente.

4phones

Home > My account > My orders

MY RMA'S

Total RMA's: 18

Order	SKU	Title	Date	Actions
#2163	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:50:56	View
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	View

Total: 2

Order	RMA Id	Date	RMA status	Actions
#4296	4PHEU-696B-00209	2022-11-21 13:06:44	Resolved	View
#2761	4PHEU-AF51-00083	2022-11-17 17:38:12	Denied	View

How can we help you?

3. Céntrese en los resultados superiores, aquí verá la SKU o el pedido que ha buscado.

4phones

Home > My account > My orders

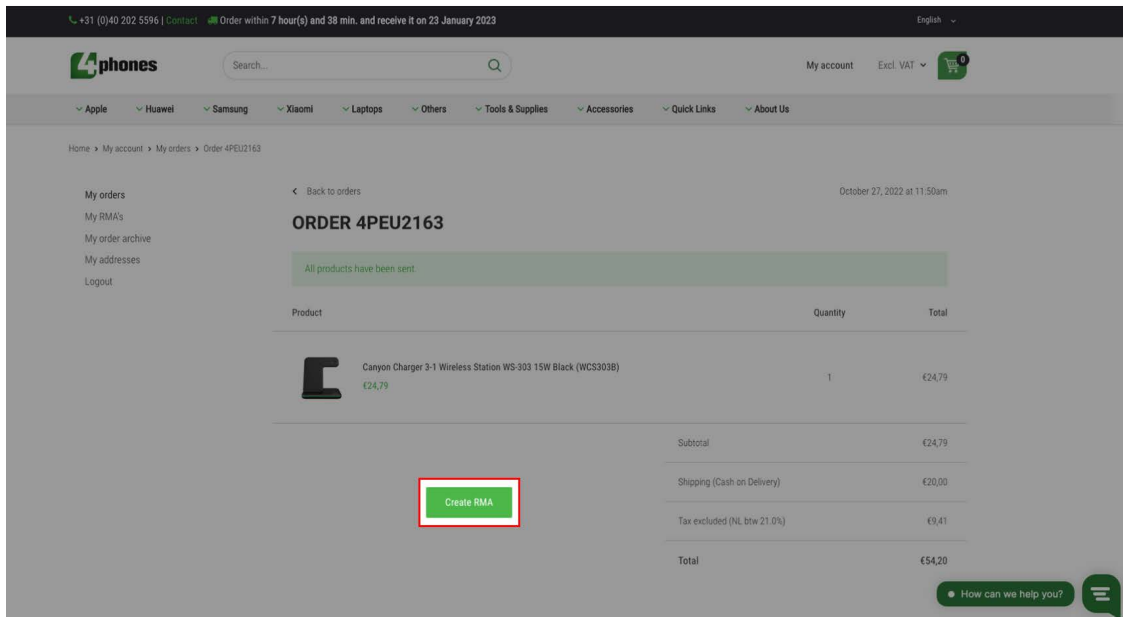
MY RMA'S

Total RMA's: 18

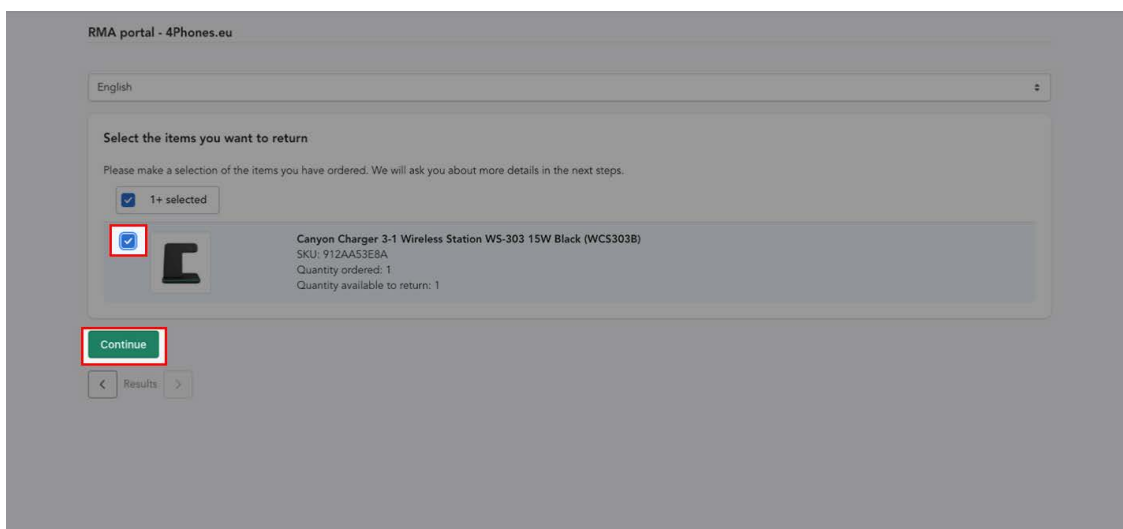
Order	SKU	Title	Date	Actions
#2163	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:50:56	View
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	View

Total: 2

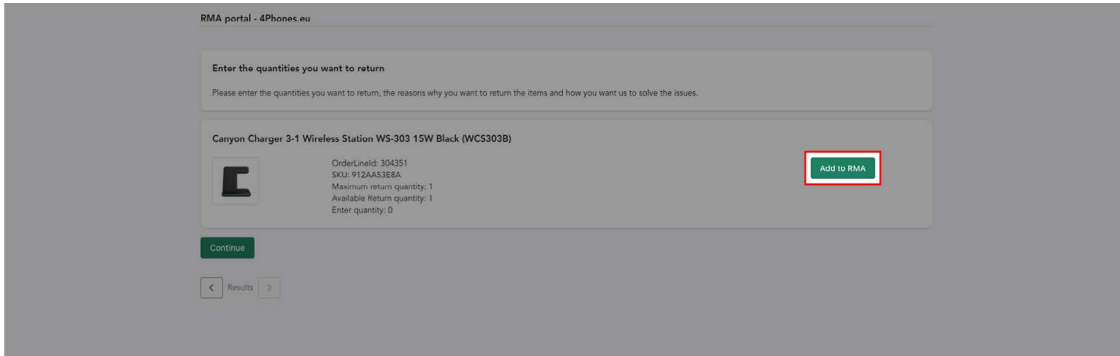
- Ahora está viendo la página donde puede empezar a crear una RMA. Compruebe si los datos son correctos y haga clic en “Crear RMA”. Esto le llevará a nuestro portal de RMA.



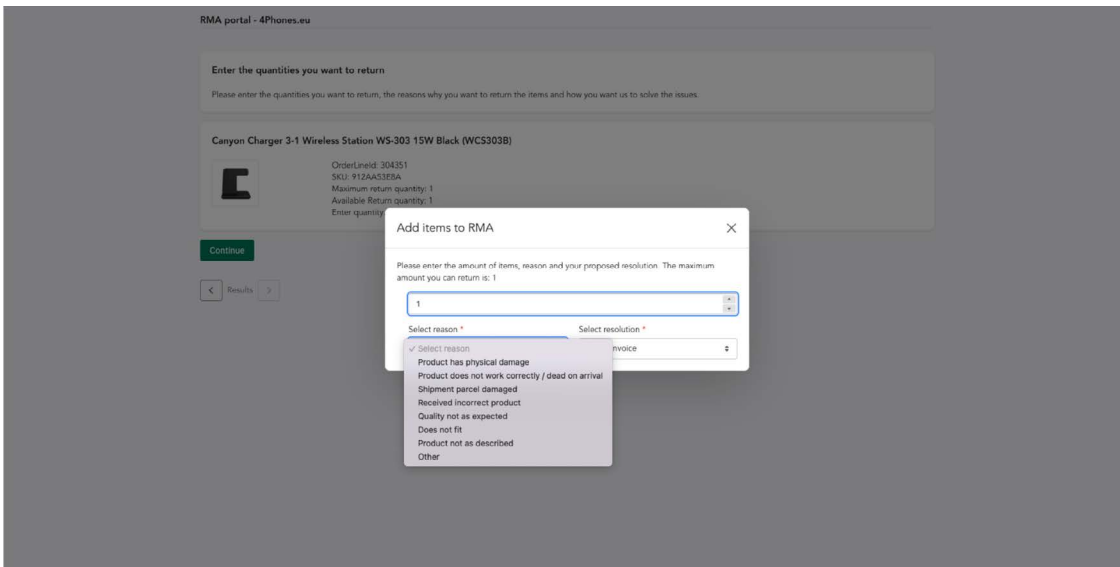
- Bienvenido a nuestro portal de RMA. Seleccione el producto que desea devolver y haga clic en continuar.



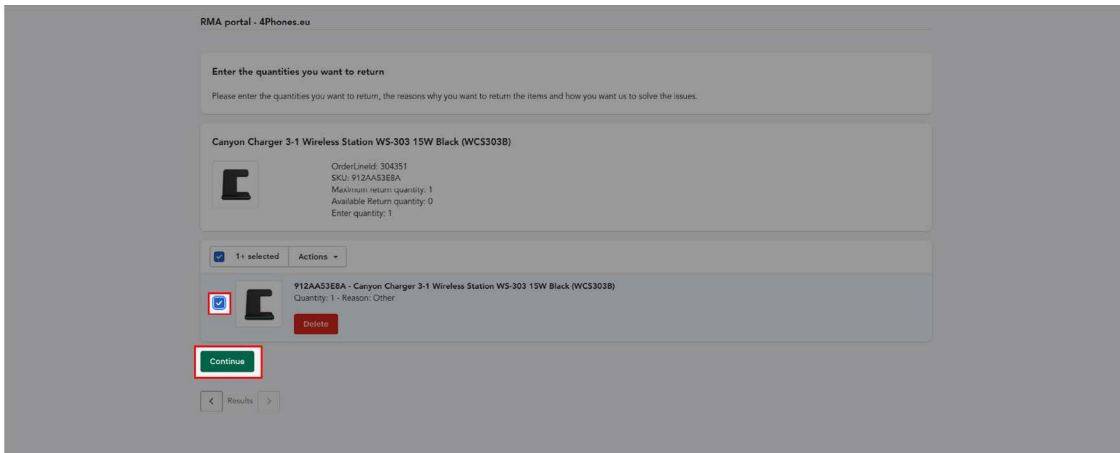
6. En el siguiente paso, haz clic en “Añadir a RMA” . Ahora verá una pantalla en la que podrá especificar los detalles de su solicitud de devolución.



7. Especifique los detalles. En la ventana emergente:

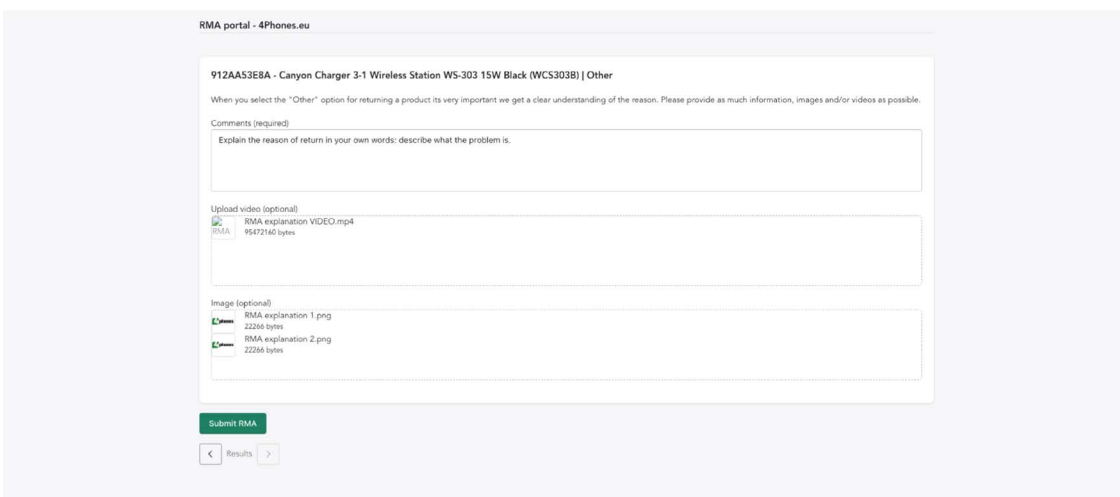


8. El RMA está casi creado. Seleccione el RMA y haga clic en Continuar.

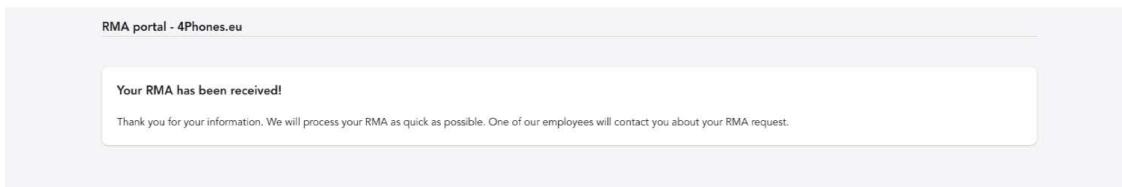


9. Para finalizar su solicitud, facilítenos toda la información posible sobre por qué desea devolver este producto. Explique el motivo de la devolución y suba fotos y/o vídeos explicando el problema.* A continuación, ¡envíelo!

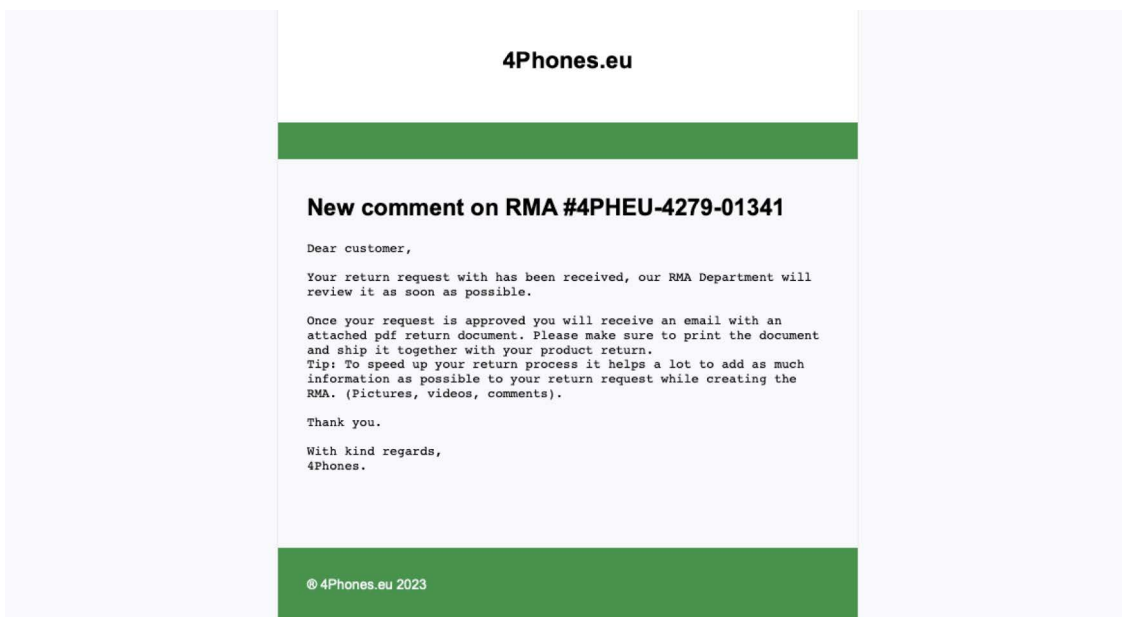
*Podemos aprobar su RMA más rápido y más fácil cuando usted proporciona toda la información que necesitamos para entender claramente el problema. En algunos casos, no proporcionar clara fotos claras o un video del problema puede resultar en la no aceptación de su solicitud.



10. Su RMA ha sido enviado. Recibirá un correo electrónico de confirmación que hemos recibido su solicitud.

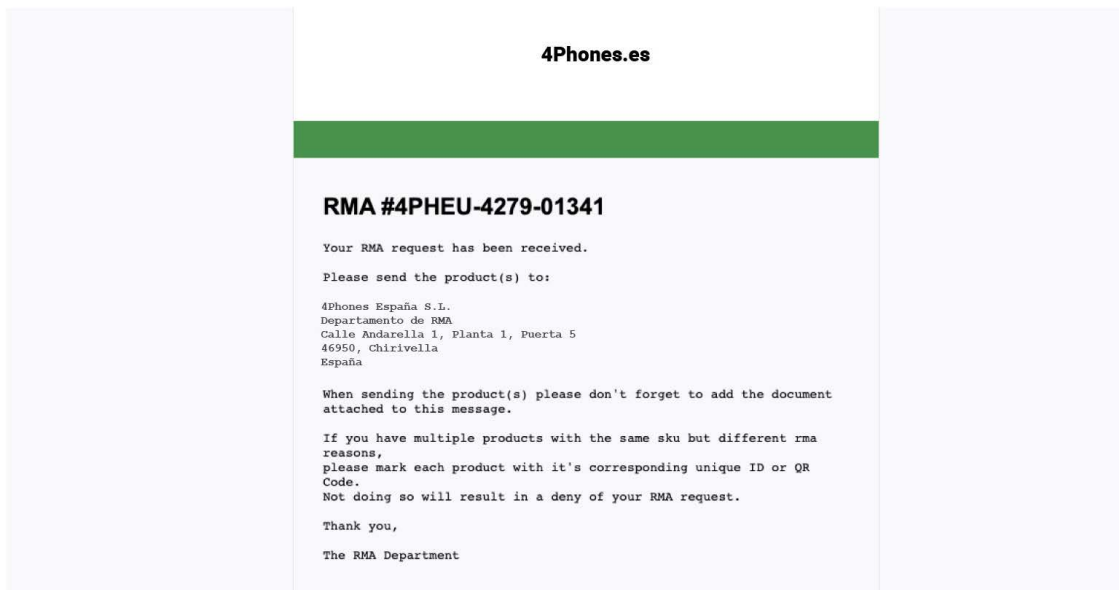


11. Nuestro departamento de RMA revisará su solicitud. Su solicitud puede ser aprobada o denegada. En ambos casos, recibirá un correo electrónico.

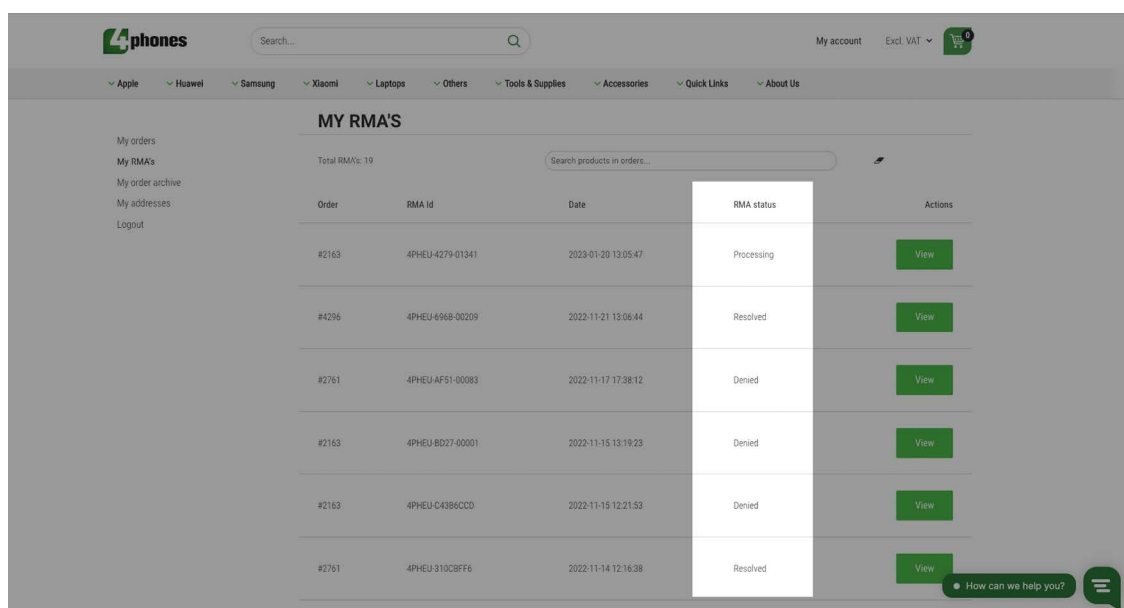


12. ¿Está aprobado su RMA? ¡Es hora de enviarlo! Imprima el formulario adjunto al correo electrónico, añádalo a la casilla y envíe su paquete:

4Phones España S.L.
 Departamento de RMA
 Calle Andarella 1, Planta 1, Puerta 5
 46950, Chirivella
 España



13. Una vez que recibamos los artículos, nuestro departamento de RMA comprobará sus productos devueltos. Recibirá actualizaciones de estado por correo electrónico, pero también puede seguir el estado en su cuenta yendo a “Mis RMA’s”.



14. En base a las directrices de nuestra política de RMA, su devolución puede ser denegada o aprobada.

- ¿RMA denegado? El producto será desechado.
- ¿RMA aprobado? Se le reembolsará mediante crédito en la tienda.

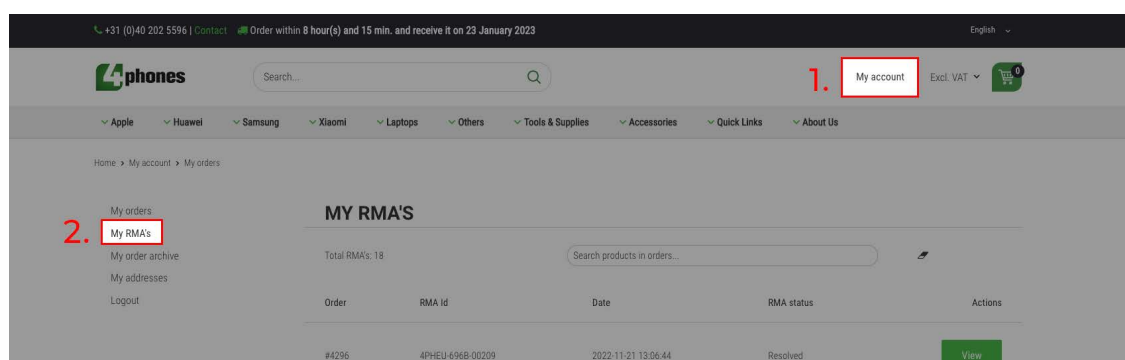
Más información sobre nuestro proceso de RMA: <https://4phones.es/pages/rma-process>

Más información sobre nuestra política de RMA: <https://4phones.es/pages/returns>

4phones Guide : Comment créer un RMA

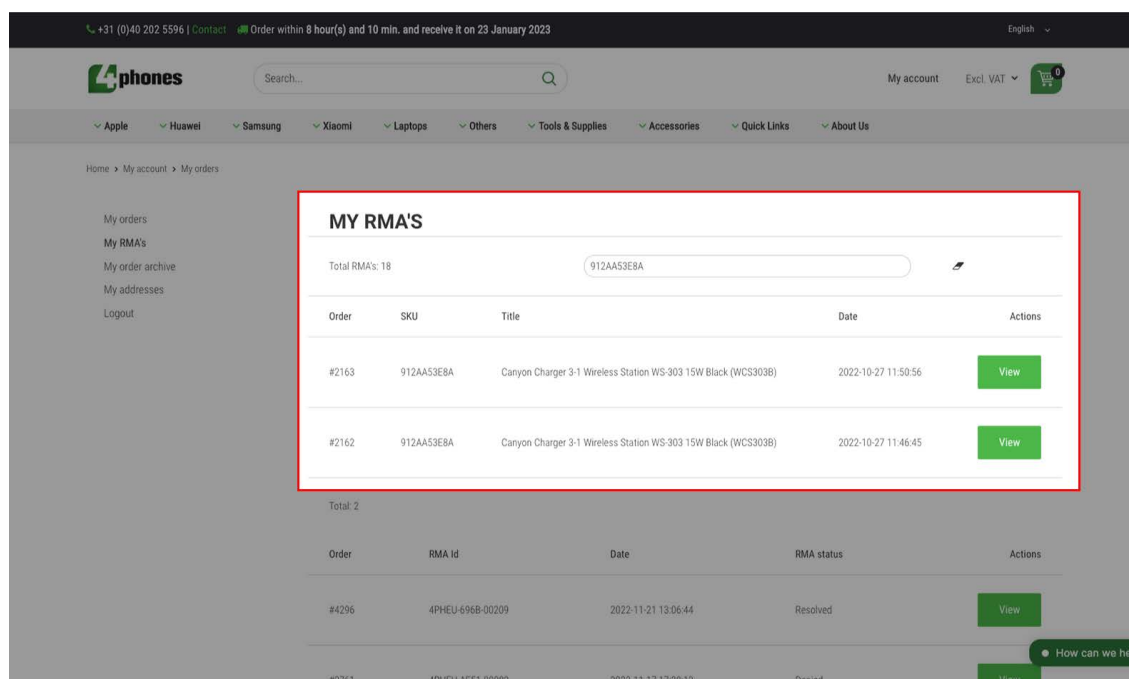
RMA signifie "Return Merchandise Authorization" (autorisation de retour de marchandise). C'est la procédure que nous utilisons pour traiter le retour des produits défectueux ou mal livrés. Souhaitez-vous retourner les produits que vous avez reçus ? Il est important de suivre nos directives pour créer un RMA. Dans ce manuel, nous expliquons exactement comment créer un RMA sur le site Web de 4Phones.

1. Connectez-vous à votre compte client sur notre site web. Allez dans "Mon compte" jusqu'à "Mes RMA".



2. Collez l'UGS ou le numéro de commande du produit que vous souhaitez retourner dans la barre de recherche. Le résultat supérieur montre le produit recherché. Le tableau ci-dessous donne un aperçu de l'historique de vos RMA.

Les commandes ou les produits que vous recherchez



Votre historique de RMA : RMA précédemment créés.

4phones

Home > My account > My orders

MY RMA'S

Total RMA's: 18

Order	SKU	Title	Date	Actions
#2163	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:50:56	View
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	View

Total: 2

Order	RMA Id	Date	RMA status	Actions
#4296	4PHEU-696B-00209	2022-11-21 13:06:44	Resolved	View
#2761	4PHEU-AFS1-00083	2022-11-17 17:38:12	Denied	View

How can we help you?

3. Concentrez-vous sur les premiers résultats, vous y verrez l'UGS ou la commande que vous avez recherchée.

4phones

Home > My account > My orders

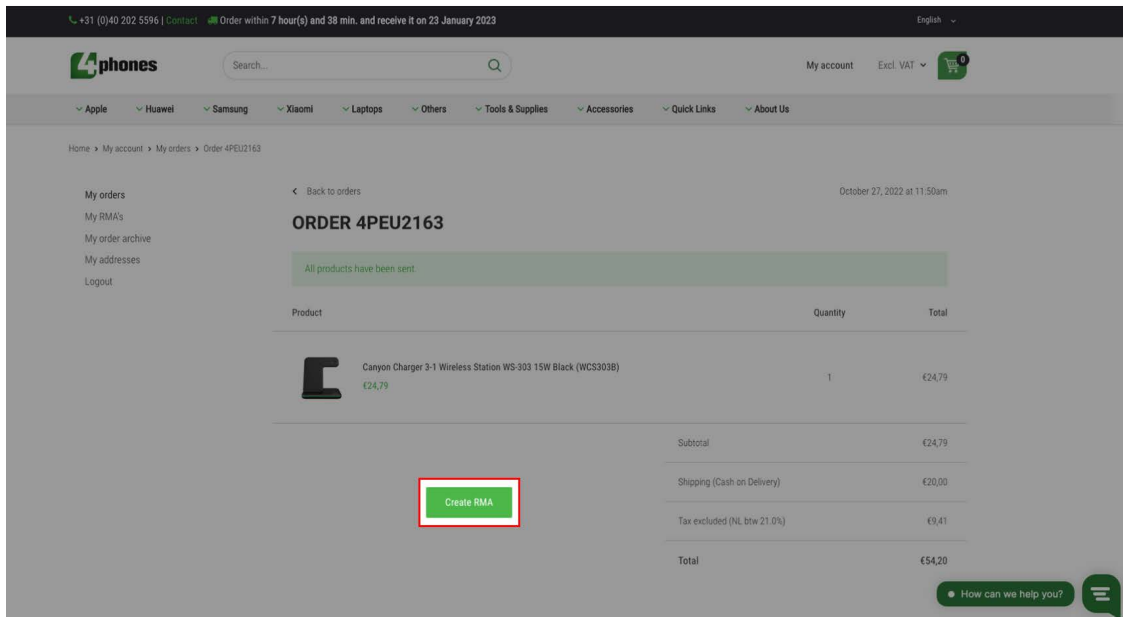
MY RMA'S

Total RMA's: 18

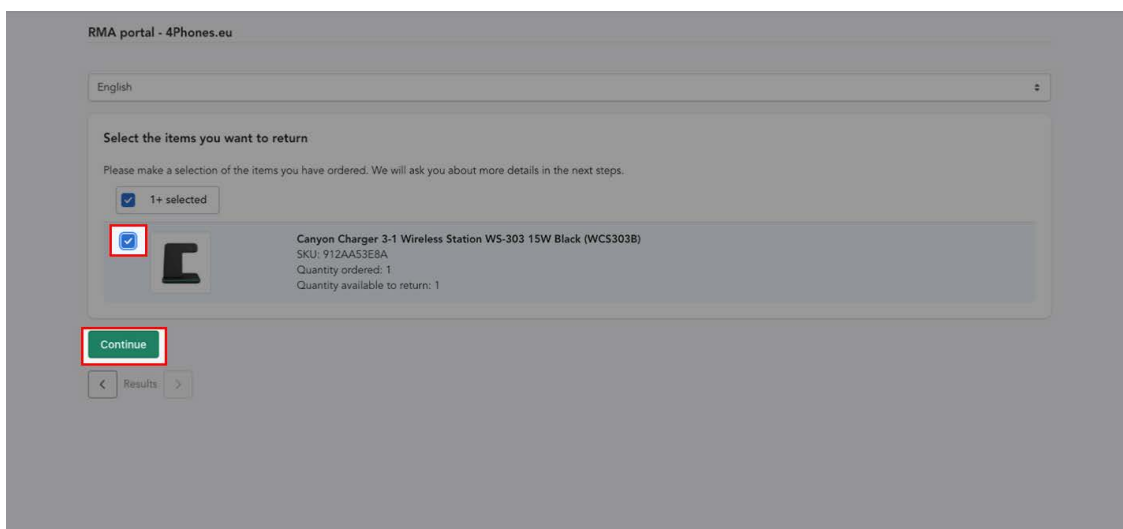
Order	SKU	Title	Date	Actions
#2163	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:50:56	View
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	View

Total: 2

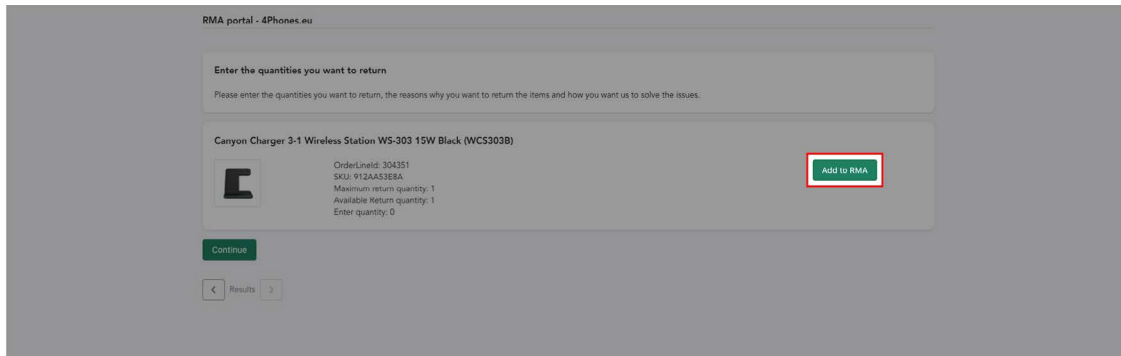
- Vous êtes maintenant sur la page où vous pouvez commencer à créer un RMA. Vérifiez si les données sont correctes et cliquez sur "Create RMA". Vous accéderez ainsi à notre portail RMA.



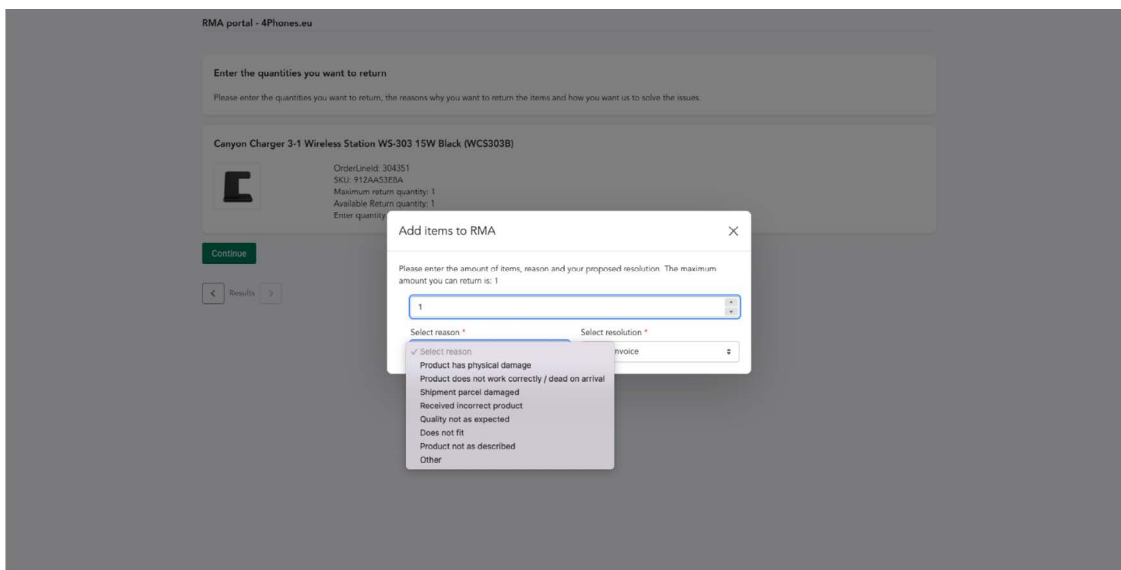
- Bienvenue sur notre portail RMA. Sélectionnez le produit que vous souhaitez retourner et cliquez sur continuer.



6. Dans l'étape suivante, cliquez sur "Ajouter au RMA". Vous verrez maintenant un écran où vous pouvez spécifier les détails de votre demande de retour.



7. Précisez les détails. Dans la fenêtre pop-up:



8. Le RMA est presque créé. Sélectionnez le RMA et cliquez sur Continuer.

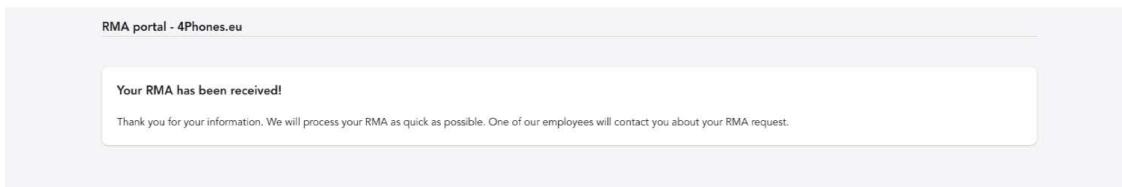
The screenshot shows the 'RMA portal - 4Phones.eu' interface. At the top, it says 'Enter the quantities you want to return' and 'Please enter the quantities you want to return, the reasons why you want to return the items and how you want us to solve the issues.' Below this, a product is listed: 'Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)'. The product details include 'OrderLineId: 304351', 'SKU: 912AA53E8A', 'Maximum return quantity: 1', 'Available Return quantity: 0', and 'Enter quantity: 1'. A table below shows '1 selected' items. One item is selected with a checkbox: '912AA53E8A - Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)' with 'Quantity: 1 - Reason: Other'. A 'Delete' button is next to it. A 'Continue' button is highlighted with a red box. At the bottom, there are navigation arrows and a 'Results' label.

9. Pour compléter votre demande, veuillez fournir autant d'informations que possible sur la raison pour laquelle vous souhaitez retourner ce produit. Expliquez la raison du retour et téléchargez des photos et/ou des vidéos expliquant le problème*, puis soumettez-le!

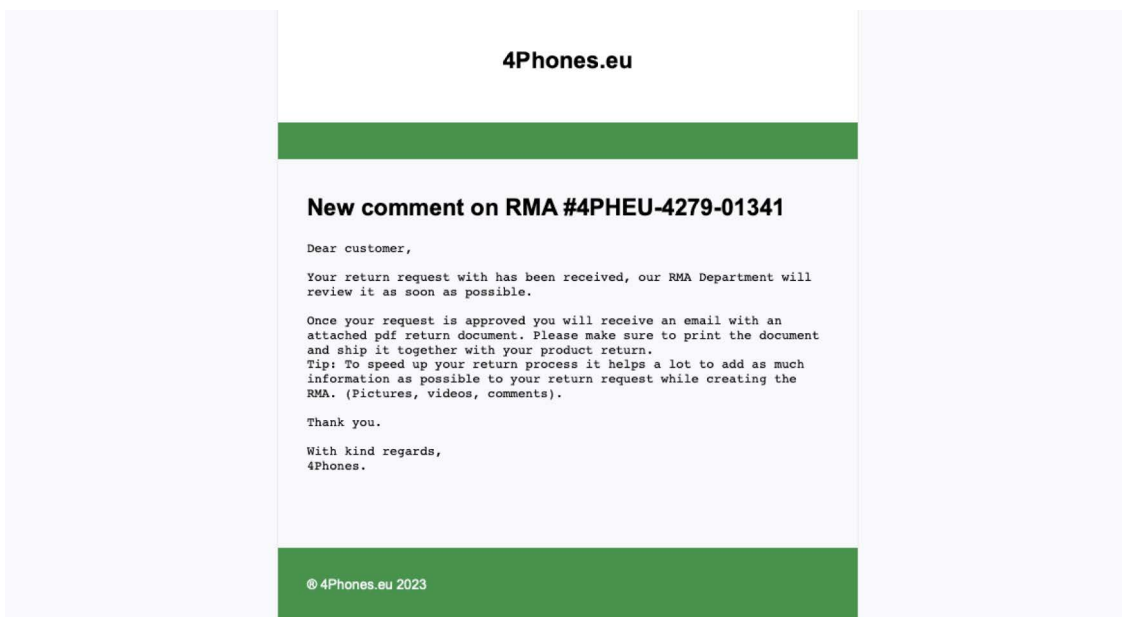
*Nous pouvons approuver votre RMA plus rapidement et plus facilement lorsque vous fournissez toutes les informations dont nous avons besoin pour bien comprendre le problème. Dans certains cas, si vous ne fournissez pas de photos claires ou une vidéo du problème, votre demande peut être rejetée.

The screenshot shows the 'RMA portal - 4Phones.eu' interface for completing the RMA. The title is '912AA53E8A - Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B) | Other'. Below the title, it says 'When you select the "Other" option for returning a product its very important we get a clear understanding of the reason. Please provide as much information, images and/or videos as possible.' There is a 'Comments (required)' section with a text area and the instruction 'Explain the reason of return in your own words: describe what the problem is.' Below this is an 'Upload video (optional)' section with a video upload area showing a file named 'RMA explanation VIDEO.mp4' with a size of '95472160 bytes'. Below that is an 'Image (optional)' section with two image upload areas showing files named 'RMA explanation 1.png' (22264 bytes) and 'RMA explanation 2.png' (22264 bytes). At the bottom, there is a 'Submit RMA' button and navigation arrows with a 'Results' label.

10. **Votre RMA a été envoyé. Vous recevrez un courriel confirmant que nous avons reçu votre demande.**

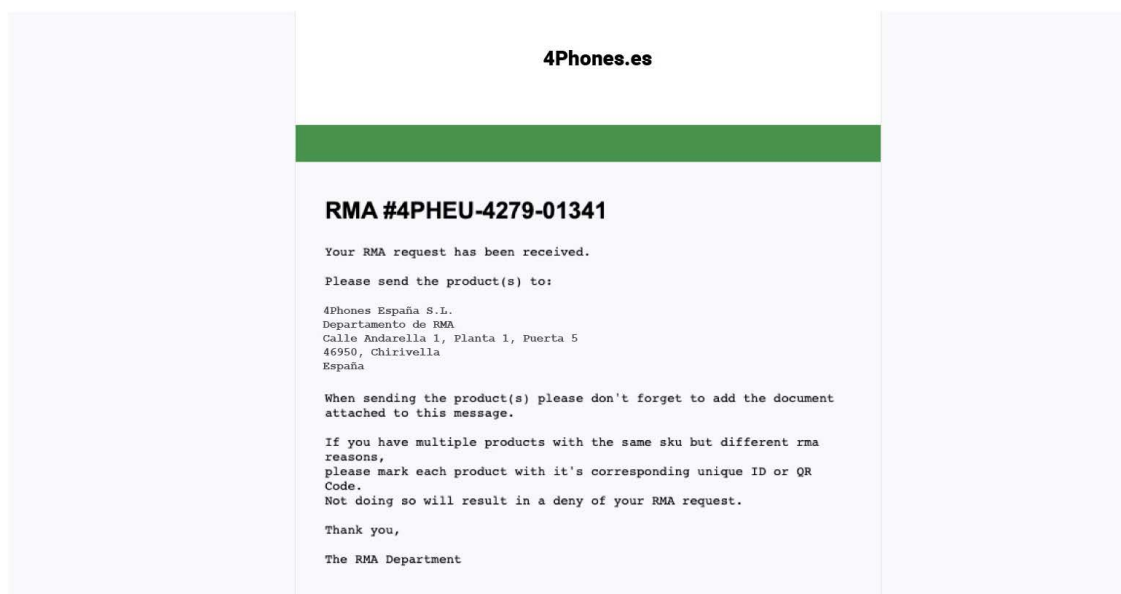


11. **Notre service RMA examinera votre demande. Votre demande peut être approuvée ou refusée. Dans les deux cas, vous recevrez un courriel.**

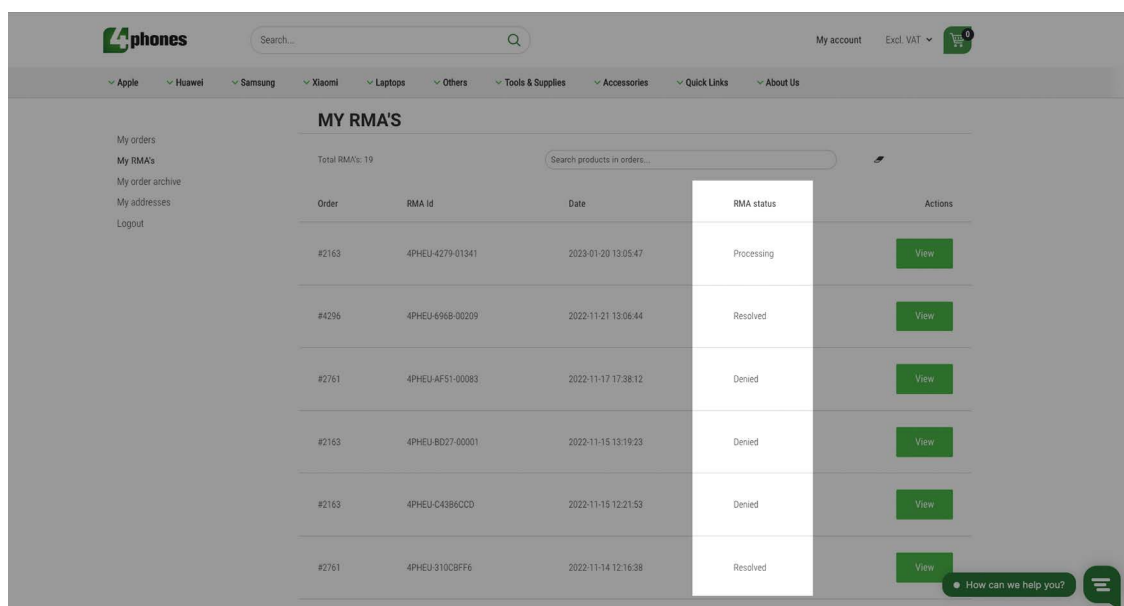


12. Votre RMA est approuvé, il est temps d'envoyer votre RMA ! Imprimez le formulaire joint à l'e-mail, ajoutez-le à la boîte et envoyez votre colis:

4Phones España S.L.
Departamento de RMA
Calle Andarella 1, Planta 1, Puerta 5
46950, Chirivella
España



13. Une fois que nous aurons reçu les articles, notre service RMA vérifiera vos produits retournés. produits retournés. Vous recevrez des mises à jour de l'état d'avancement par courrier électronique, mais vous pouvez également suivre l'état d'avancement dans votre compte en allant sur "Mes autorisations de retour d'articles".



14. Selon les directives de notre politique de RMA, votre RMA peut être refusé ou approuvé.

- RMA refusé? Le produit sera mis au rebut
- Approuvé par RMA? Vous serez remboursé par un crédit magasin

En savoir plus sur notre processus RMA: <https://4phones.es/pages/rma-process>

En savoir plus sur notre politique de RMA: <https://4phones.es/pages/returns>