



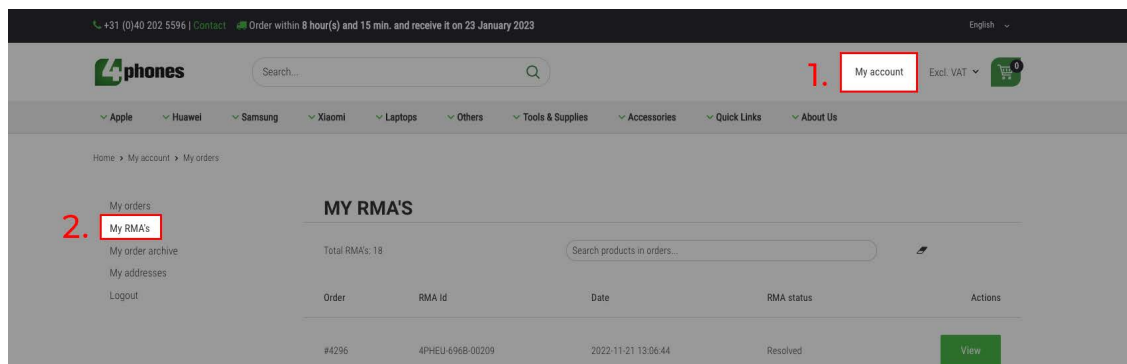
<b>EN</b>	<b>Guide: how to create an RMA</b>	<b>1</b>
<b>PT</b>	<b>Guia: Como criar um RMA</b>	<b>9</b>
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# 4phones Guide: how to create an RMA

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.

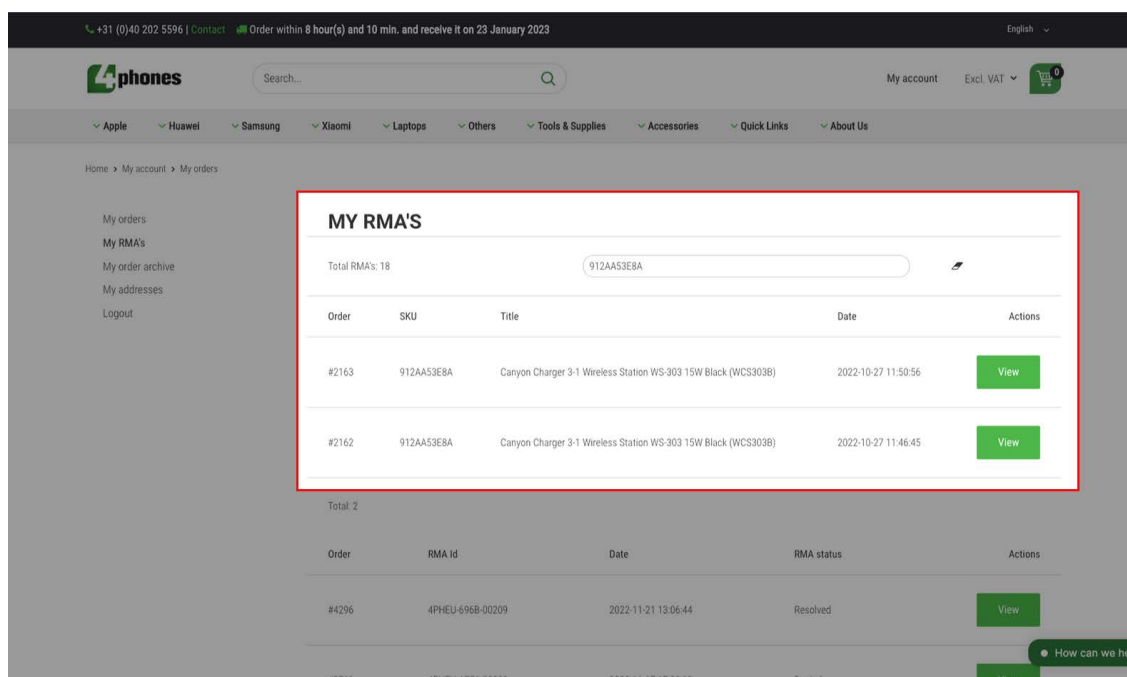
Do you wish to return the products you received? It is important to follow our guidelines for creating an RMA. In this manual, we explain exactly how to create an RMA on the 4Phones website.

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	<a href="#">View</a>
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	<a href="#">View</a>

Total: 2

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

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

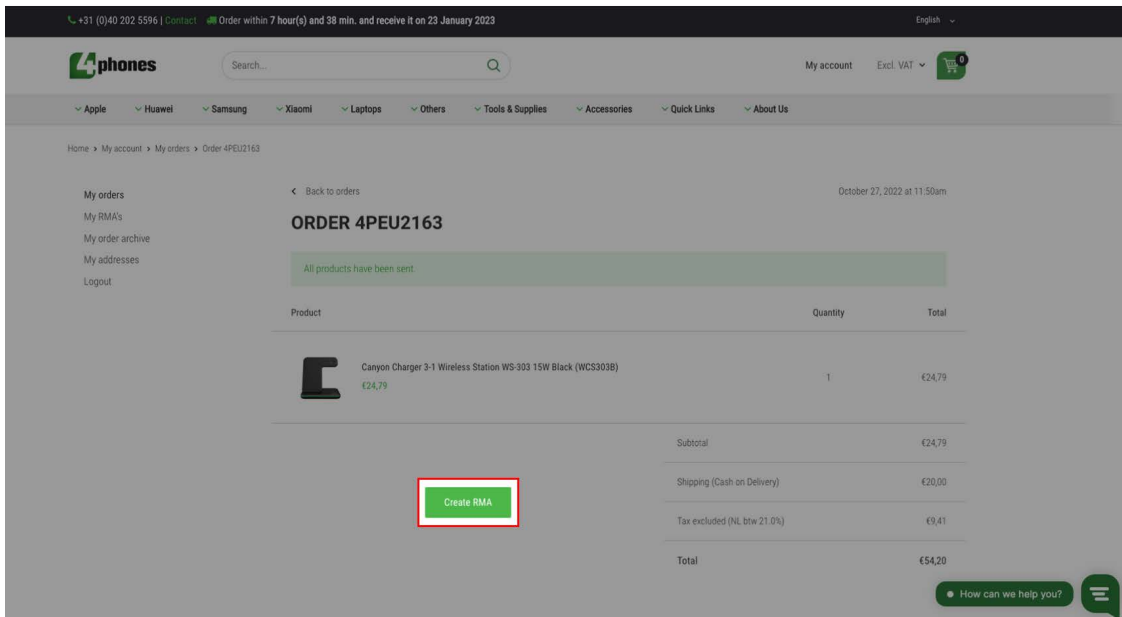
Total RMA's: 18

912AA53E8A

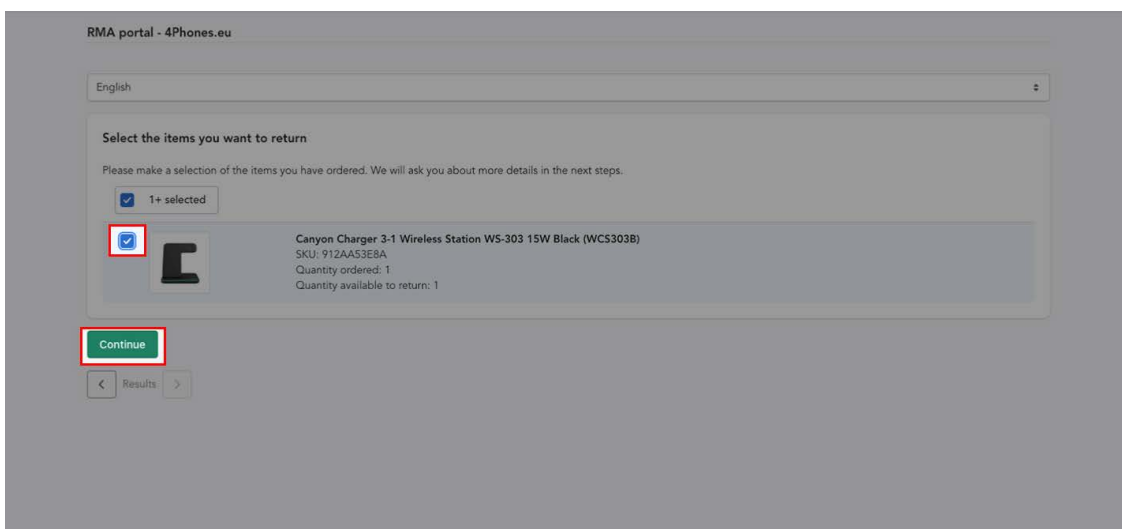
Order	SKU	Title	Date	Actions
#2163	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:50:56	<a href="#">View</a>
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	<a href="#">View</a>

Total: 2

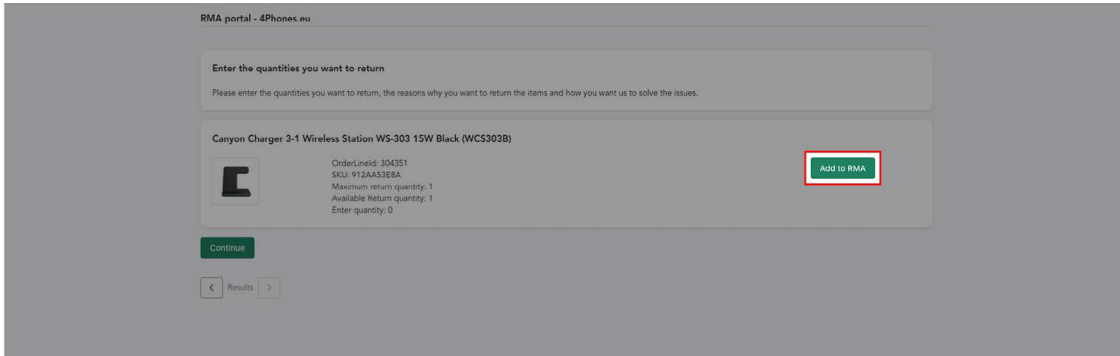
4. You are now viewing the page where you can start to create an RMA. Check if the details are correct and click on 'Create RMA'. This leads you to our RMA portal.



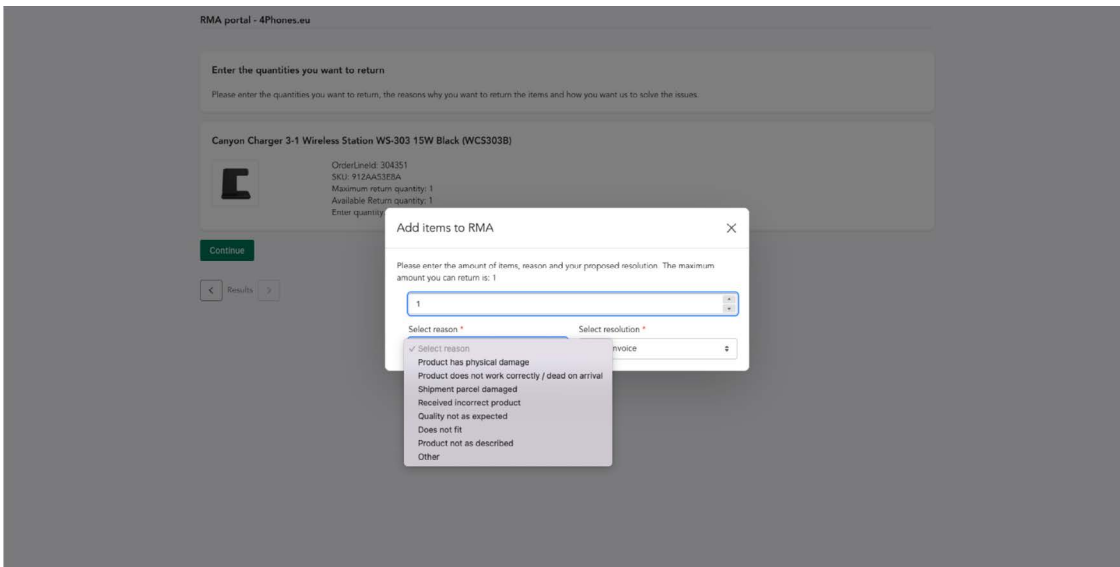
5. Welcome to our RMA portal! Select the product you wish to return and click on continue.



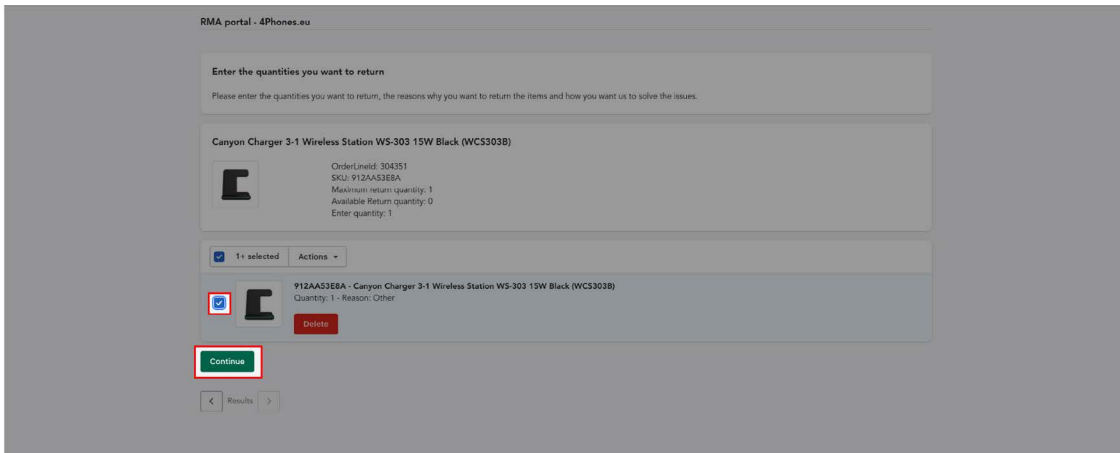
- In the next step, click on 'Add to RMA' . You'll now see a screen in which you can specify the details of your return request.



- Specify the details. In the pop-up:

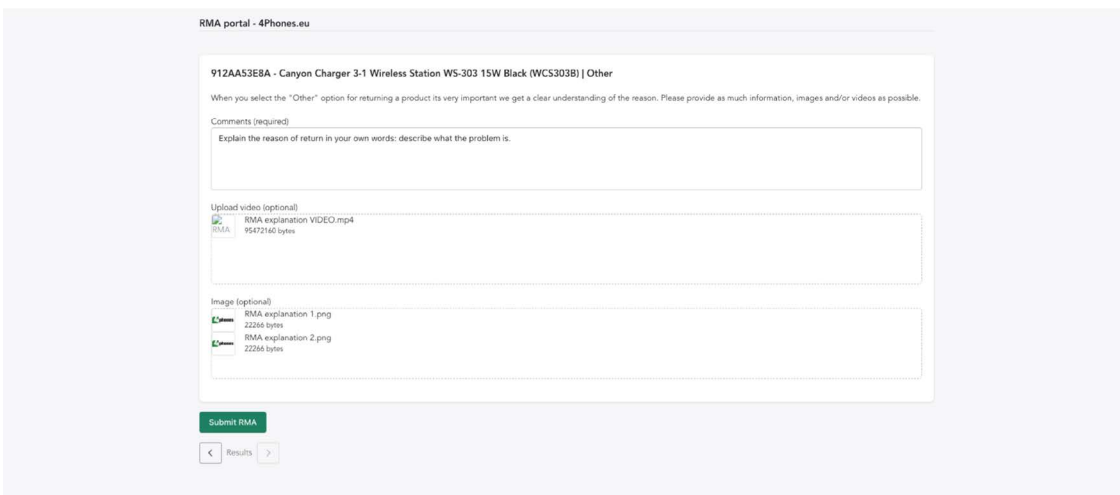


**8. The RMA is almost created. Select the RMA and click on continue.**

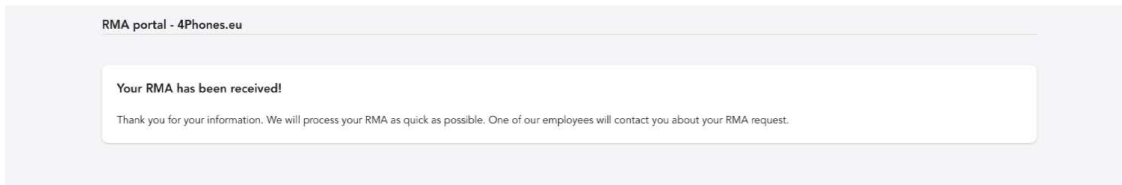


**9. To finish your request, provide us with as much info as possible about why you want to return this product. Explain the reason for the return and upload photos and/or videos explaining the problem.\* Then submit!**

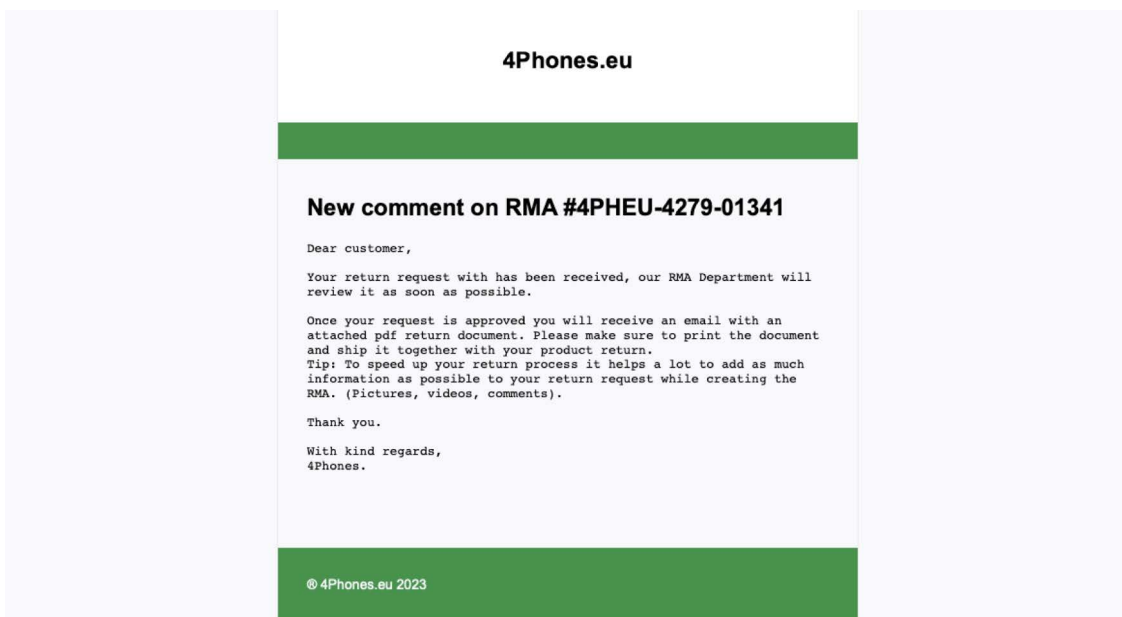
\*We can approve your RMA faster and easier when you provide all information we need to clearly understand the problem. In some cases, not providing clear photos or a video of the problem may result in non acceptance of your request.



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

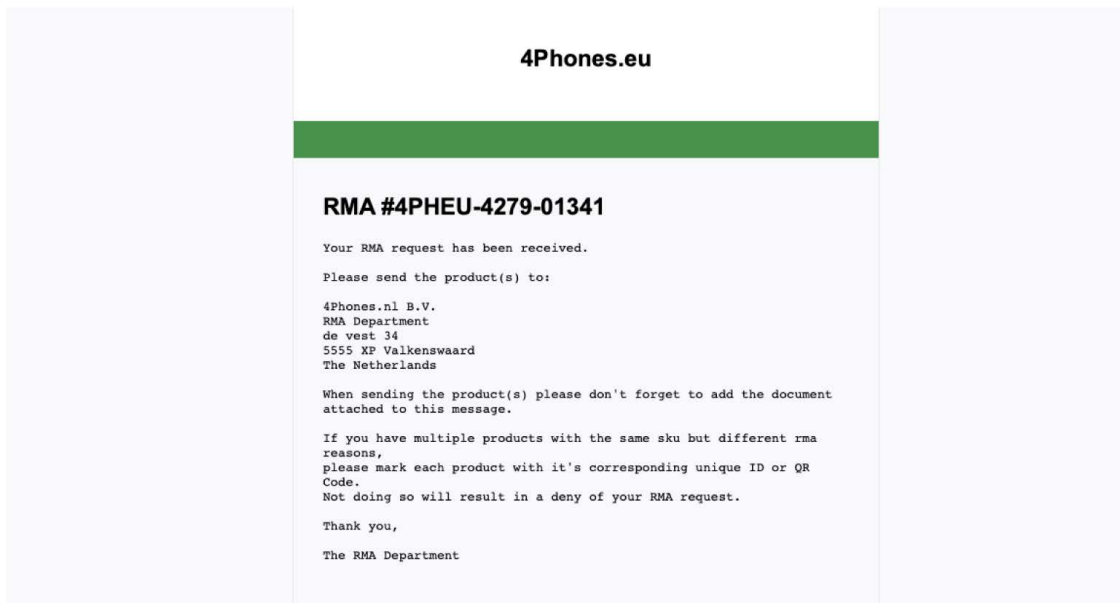


11. Our RMA department will review your request. Your request can be approved or denied. In both cases, you receive an email.

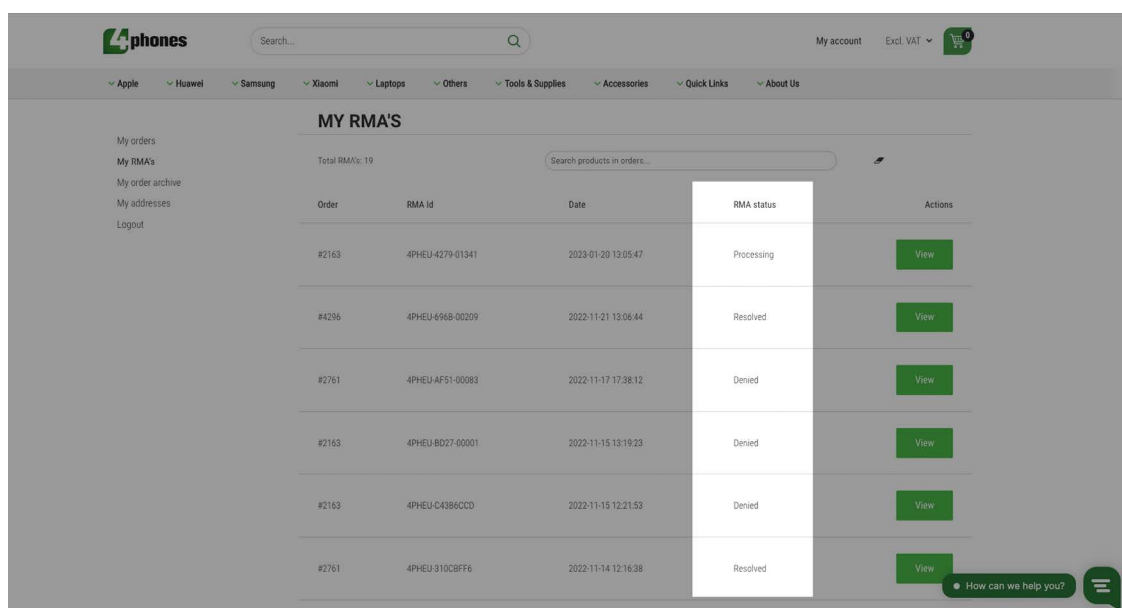


12. Is your RMA approved? Time to send your RMA! Print the form in the attachment, of the email, add it to the box, and send your package to:

4Phones.nl B.V.  
 RMA Department  
 de vest 34  
 5555 XP Valkenswaard  
 The Netherlands



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.eu/pages/rma-process>

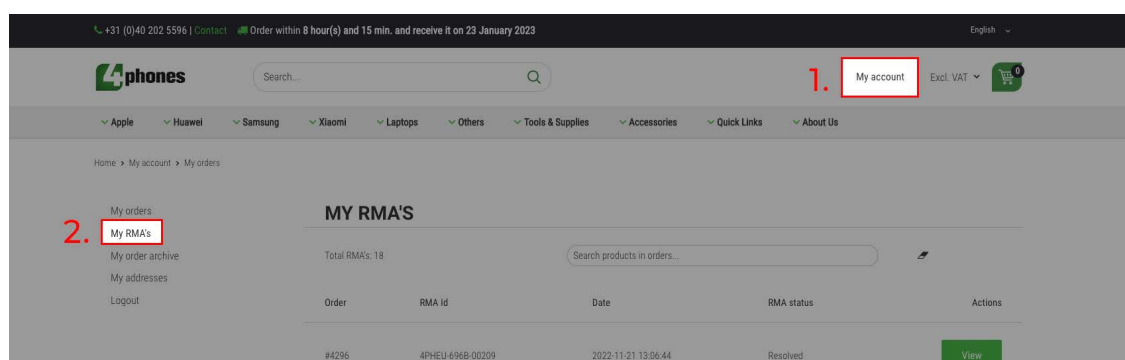
More info about our RMA policy: <https://4phones.eu/pages/returns>

# 4phones Guia: Como criar um RMA

RMA quer dizer “Return Merchandise Authorization”. Este é o processo que usamos para tratar e resolver o produtos devolvidos, sendo com defeito ou que enviamos erradamente.

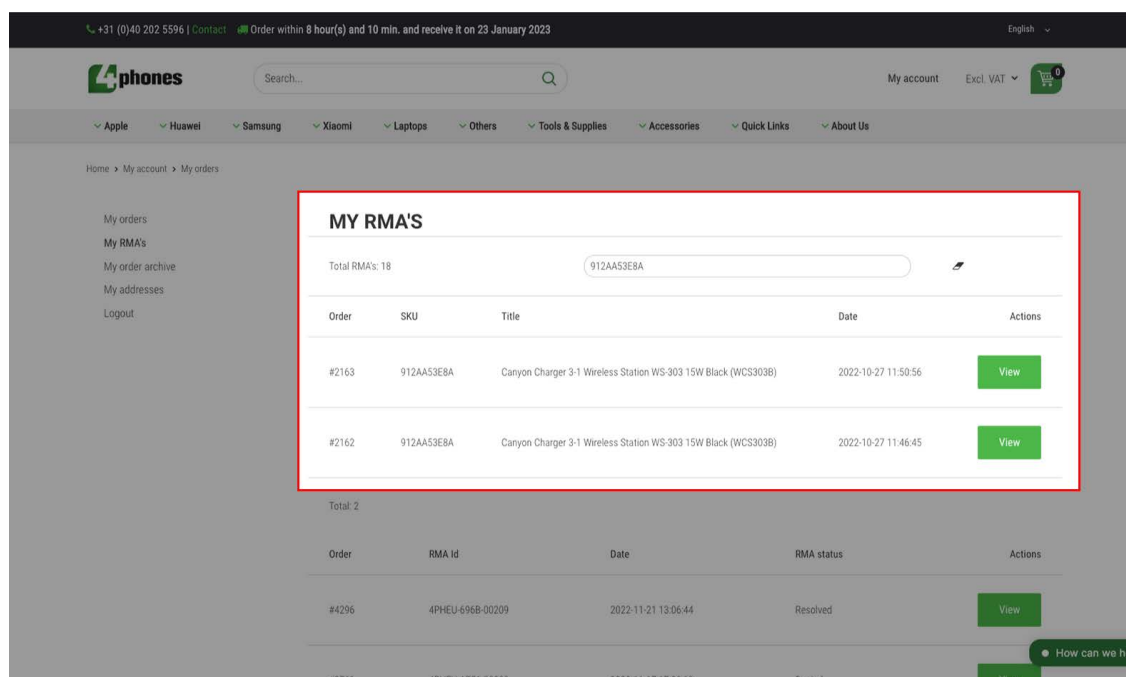
Queres devolver o produto que recebeste? É importante que sigas os nosso guia para criares um RMA. Neste documento explicamos como criar um RMA no website da 4Phones.

## 1. Faz login na tua conta e vai para “A minha conta” e “As minhas RMA’s”.



## 2. Cola o SKU ( ou descrição do produto) ou número de encomenda que pretendes devolver na caixa de pesquisa. Os resultados em cima mostram os produtos que procuras. A tabela em baixo, mostra uma vista geral sobre o histórico dos RMA's.

### Produtos ou encomenda que procuras



## Histórico de RMA's

4phones

Search...

My account Excl. VAT

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	<a href="#">View</a>
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Total: 2

Order	RMA Id	Date	RMA status	Actions
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#2761	4PHEU-AFS1-00083	2022-11-17 17:38:12	Denied	<a href="#">View</a>

How can we help you?

3. Presta atenção nos resultados de cima, aqui vês o SKU ( descrição) ou encomenda que pesquisaste. Clica em Ver no produto que pretendes devolver.

4phones

Search...

My account Excl. VAT

Home > My account > My orders

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

### MY RMA'S

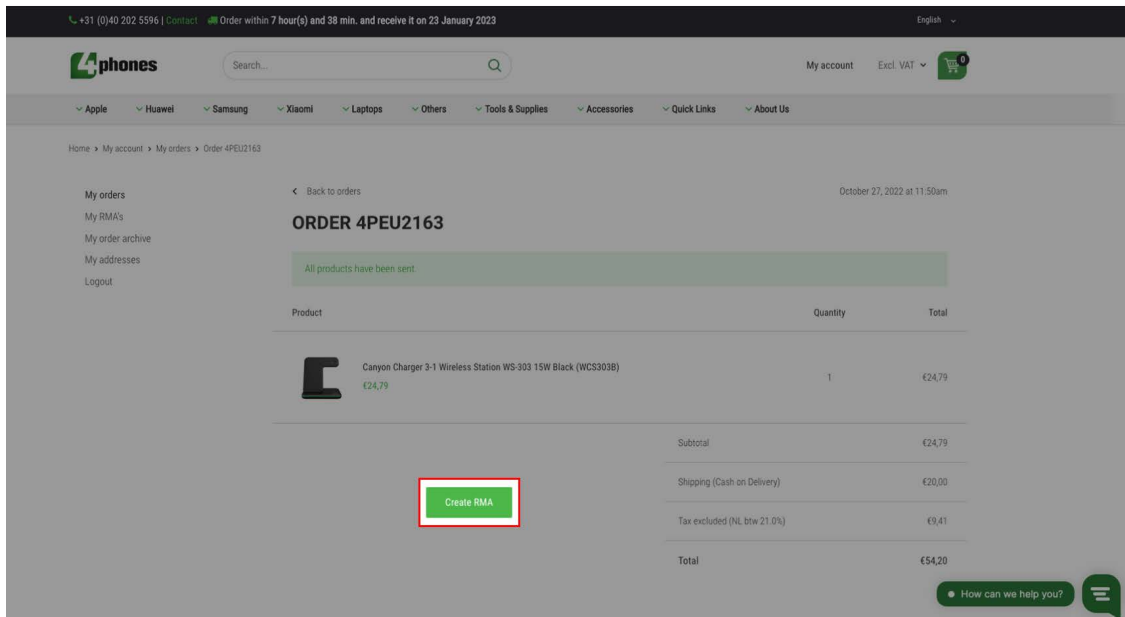
Total RMA's: 18

912AA53E8A

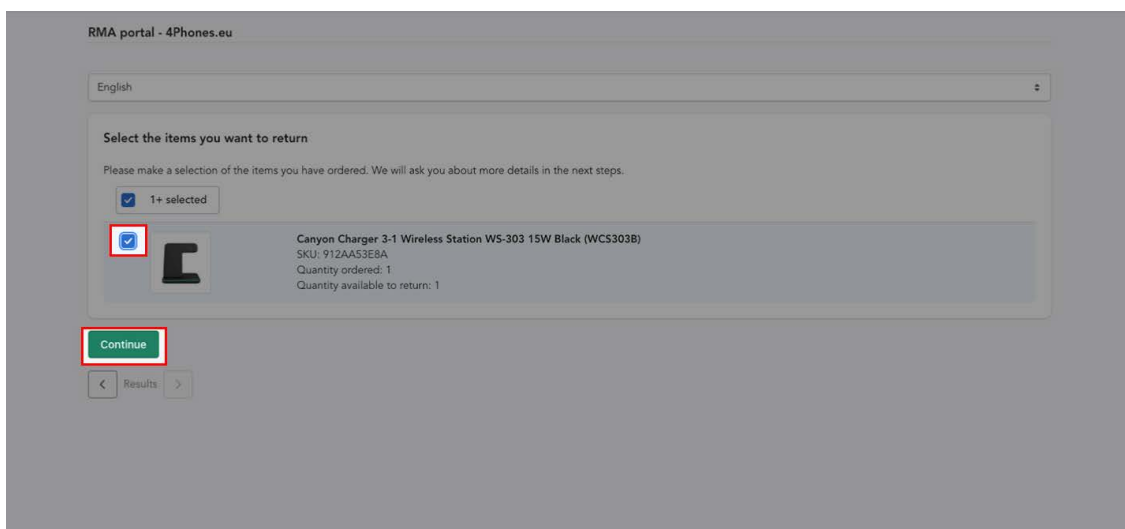
Order	SKU	Title	Date	Actions
#2163	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:50:56	<a href="#">View</a>
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	<a href="#">View</a>

Total: 2

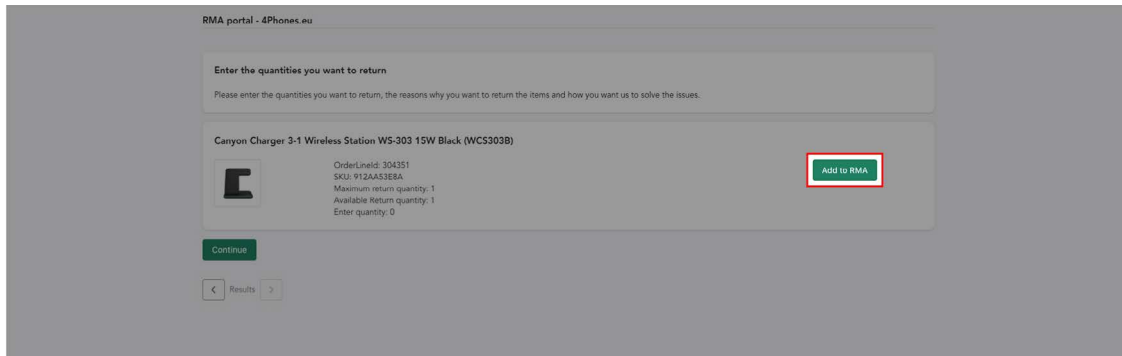
4. Agora estás a ver a página onde podes começar o RMA. Vê se tudo está correto e faz “Criar RMA”. Isto leva-te para o nosso portal de RMA’s.



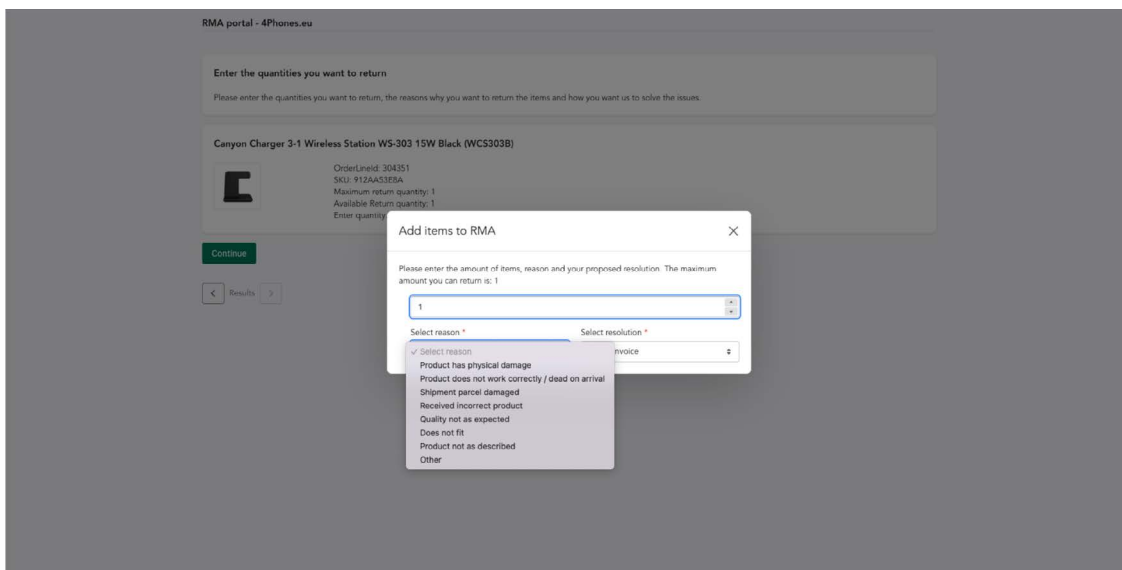
5. Bem-vindo ao nosso portal de RMA. Selecciona o produto que desejas fazer RMA e de seguida clica em “continue”



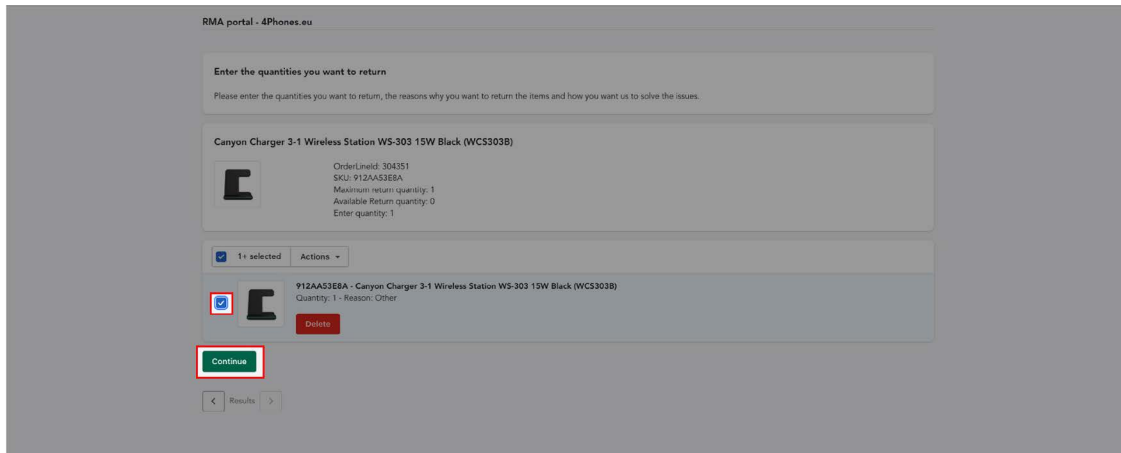
6. No próximo passo, clica em “Add to RMA”. Irás agora ver um ecrã onde podes adicionar fotos vídeos e descrição.



7. Especifica o motivo na caixa em baixo



## 8. O RMA está quase criado. Selecciona o RMA e clica em “continue”



RMA portal - 4Phones.eu

Enter the quantities you want to return

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.

Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)

OrderLineId: 304351  
SKU: 912AA53E8A  
Maximum return quantity: 1  
Available Return quantity: 0  
Enter quantity: 1

1 selected Actions

912AA53E8A - Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)  
Quantity: 1 - Reason: Other

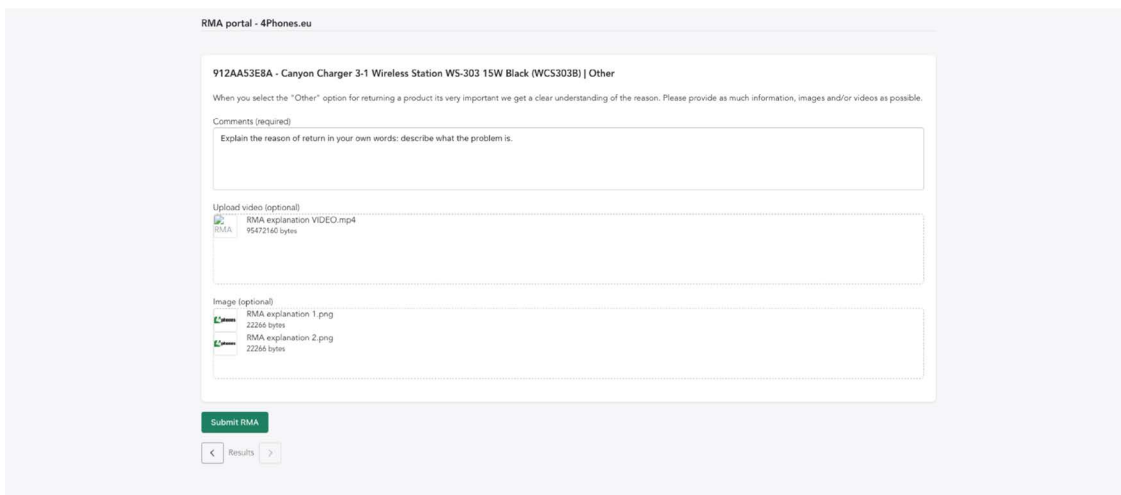
Delete

Continue

Results

## 9. Para finalizar o teu pedido, envia-nos o máximo de informação que conseguires acerca do motivo da devolução. Explica a razão, carrega vídeos e fotos\* Depois submete

\* Podemos aprovar os RMA's mais rapidamente se a informação adicional for maior. Quanto mais vídeos, fotos e descrição mais rápido o processo fica finalizado. Em alguns casos que não sejam facultada informação clara acerca dos problemas os RMA's podem ser recusados.



RMA portal - 4Phones.eu

912AA53E8A - Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B) | Other

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.

Comments (required)

Explain the reason of return in your own words: describe what the problem is.

Upload video (optional)

RMA explanation VIDEO.mp4  
95472160 bytes

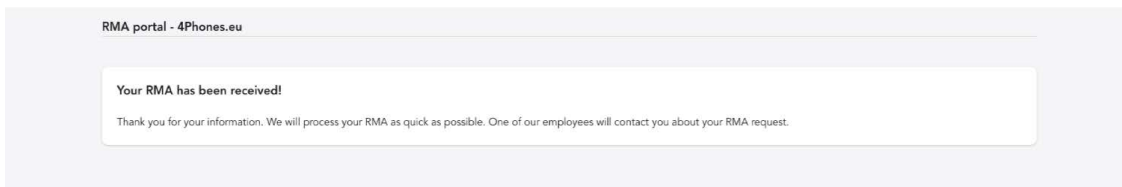
Image (optional)

RMA explanation 1.png  
22266 bytes  
RMA explanation 2.png  
22266 bytes

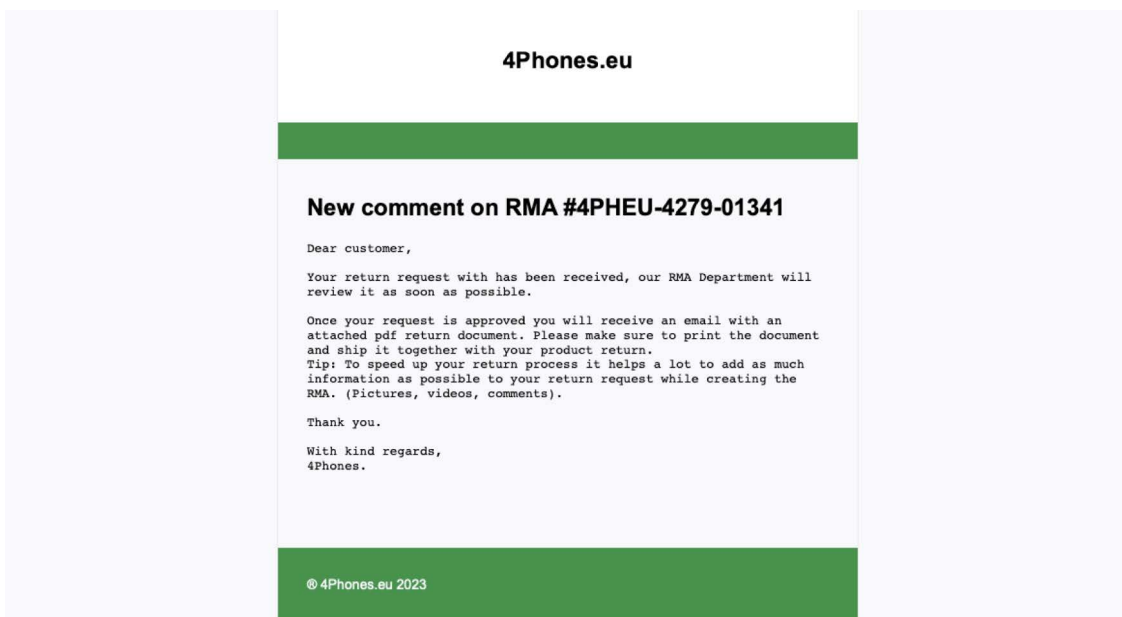
Submit RMA

Results

10. O teu RMA foi submetido. Vais receber via email uma confirmação de que recebemos o pedido.

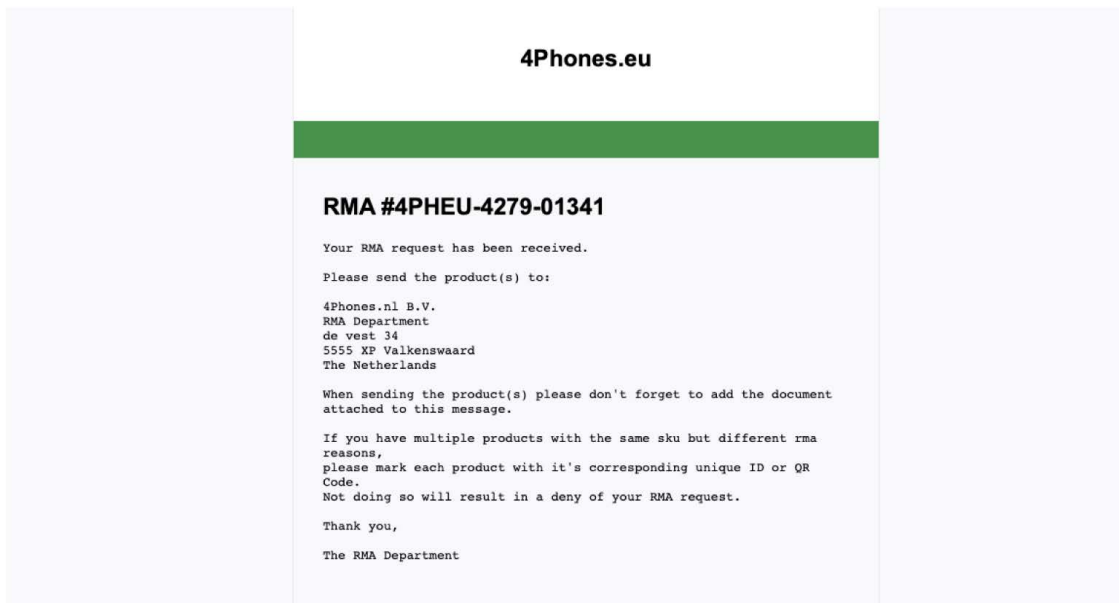


11. O nosso Departamento de RMMA irá rever o pedido. O teu pedido pode ser aprovado ou recusado. Em ambos os casos receberás um email.

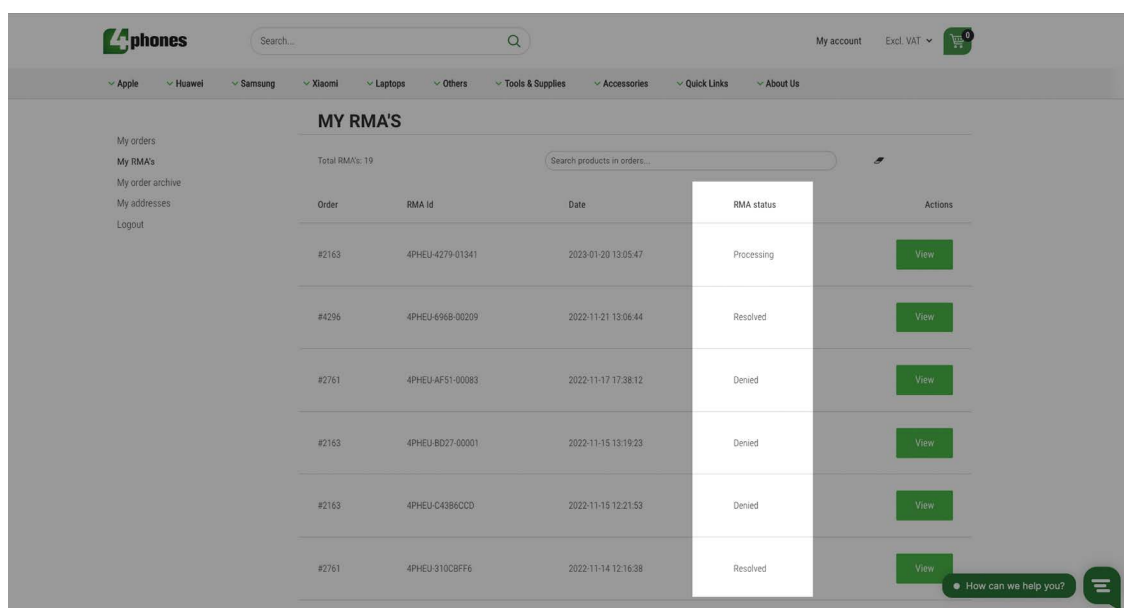


12. O teu RMA foi aprovado? É hora de o enviares! Imprime a folha em anexo do email, adiciona na caixa e envia embalagem para:

4Phones.nl B.V.  
RMA Department  
de vest 34  
5555 XP Valkenswaard  
The Netherlands



13. Quando recebemos os produtos, o nosso departamento irá verificar. Receberás uma atualização de status no email, mas também pode ser visto em "As minhas RMA's"





**14. Baseado na nossa politica de RMA, o teu pedido pode ser recusado ou aprovado.**

- RMA recusado? Produto será descartado
- RMA aprovado? Receberás o saldo em crédito de loja.

Mais informações em: <https://4phones.eu/pages/rma-process>

Mais informações em: <https://4phones.eu/pages/returns>

# 4phones Leitfaden: Wie man eine RMA erstellt

RMA steht für „Return Merchandise Authorization“. Dies ist der Prozess, den wir verwenden, um die Rücksendung von Produkten, wie z. B. defekte oder falsch gelieferte Produkte, abzuwickeln und zu verwalten.

Möchten Sie die erhaltenen Produkte zurücksenden? Es ist wichtig, unsere Richtlinien zum Erstellen einer RMA zu befolgen. In dieser Anleitung erklären wir Ihnen genau, wie Sie auf der 4Phones Webseite eine RMA erstellen.

1. Loggen Sie sich auf unserer Webseite in Ihr Kundenkonto ein. Gehen Sie in „Mein Konto“ zu „Meine RMAs“.

The screenshot shows the 4phones website interface. At the top, there is a navigation bar with the 4phones logo, a search bar, and links for 'My account', 'Excl. VAT', and a shopping cart icon. Below the navigation bar, there are category dropdowns for Apple, Huawei, Samsung, Xiaomi, Laptops, Others, Tools & Supplies, Accessories, Quick Links, and About Us. The main content area is titled 'MY RMAs' and shows a table with one row of RMA data. The 'My account' link in the top right and the 'My RMAs' link in the left sidebar are both highlighted with red boxes and labeled with the number '2.'. The table has columns for Order, RMA Id, Date, RMA status, and Actions.

Order	RMA Id	Date	RMA status	Actions
#4296	4PHEU-696B-00209	2022-11-21 13:06:44	Resolved	<a href="#">View</a>

2. Fügen Sie die SKU oder Bestellnummer des Produkts, das Sie zurücksenden möchten, in die Suchleiste ein. Das oberste Ergebnis zeigt das gesuchte Produkt. Die folgende Tabelle zeigt einen Überblick über Ihren RMA Verlauf.

Die Bestellungen oder Produkte, nach denen Sie suchen

The screenshot shows the 4phones website interface with a search filter applied. The search bar at the top contains the SKU '912AA53E8A'. The main content area is titled 'MY RMAs' and shows a table with two rows of RMA data. The search results table is highlighted with a red box. The table has columns for Order, SKU, Title, Date, and Actions.

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

Below the search results table, there is a 'Total 2' label and another table with columns for Order, RMA Id, Date, RMA status, and Actions.

Order	RMA Id	Date	RMA status	Actions
#4296	4PHEU-696B-00209	2022-11-21 13:06:44	Resolved	<a href="#">View</a>
#2761	4PHEU-AF51-00983	2022-11-17 17:38:12	Denied	<a href="#">View</a>

## Ihr RMA Verlauf: ältere RMAs

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	<a href="#">View</a>
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	<a href="#">View</a>

Total: 2

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

How can we help you?

- Überprüfen Sie die Ergebnisse, hier sehen Sie die SKU oder Bestellung, nach der Sie gesucht haben. Klicken Sie auf die Schaltfläche „Anzeigen“ des Produkts, das Sie zurückgeben möchten.

Home > My account > My orders

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

### MY RMA'S

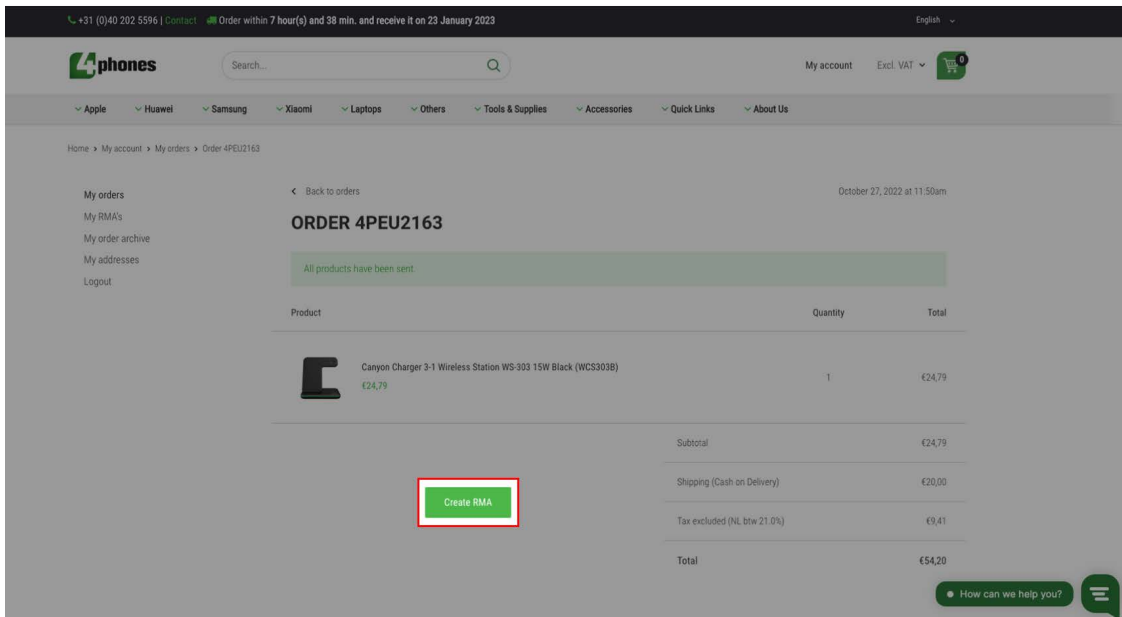
Total RMA's: 18

912AA53E8A

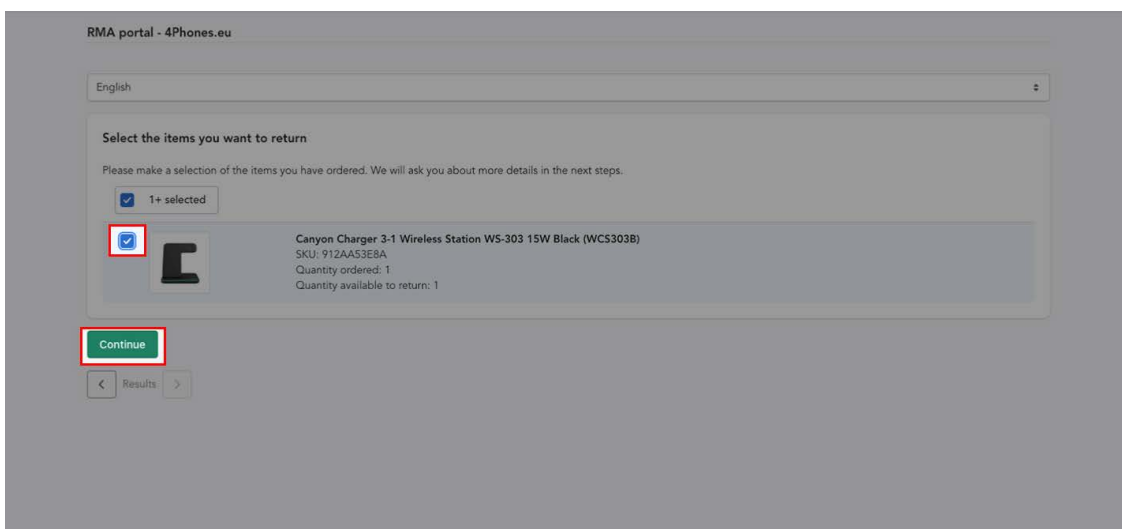
Order	SKU	Title	Date	Actions
#2163	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:50:56	<a href="#">View</a>
#2162	912AA53E8A	Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)	2022-10-27 11:46:45	<a href="#">View</a>

Total: 2

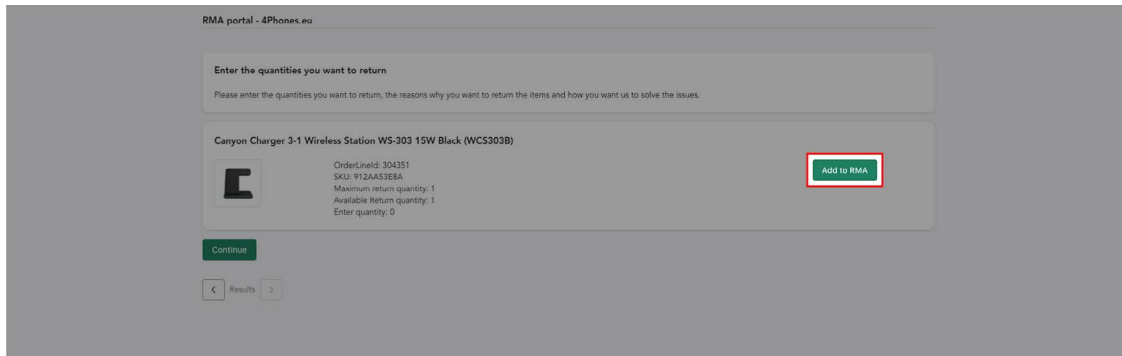
4. Sie sehen jetzt die Seite, auf der Sie mit der Erstellung einer RMA beginnen können. Prüfen Sie, ob die Angaben korrekt sind und klicken Sie auf „RMA erstellen“. Dieser führt Sie zu unserem RMA Portal.



5. Willkommen auf unserem RMA Portal! Wählen Sie das Produkt aus, das Sie zurücksenden möchten, und klicken Sie auf „Weiter“



6. Klicken Sie im nächsten Schritt auf „Zur RMA hinzufügen“. Sie sehen nun einen Bildschirm, in dem Sie die Details Ihres Rücksendeantrags angeben können.




RMA portal - 4Phones.eu

Enter the quantities you want to return

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.

Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)

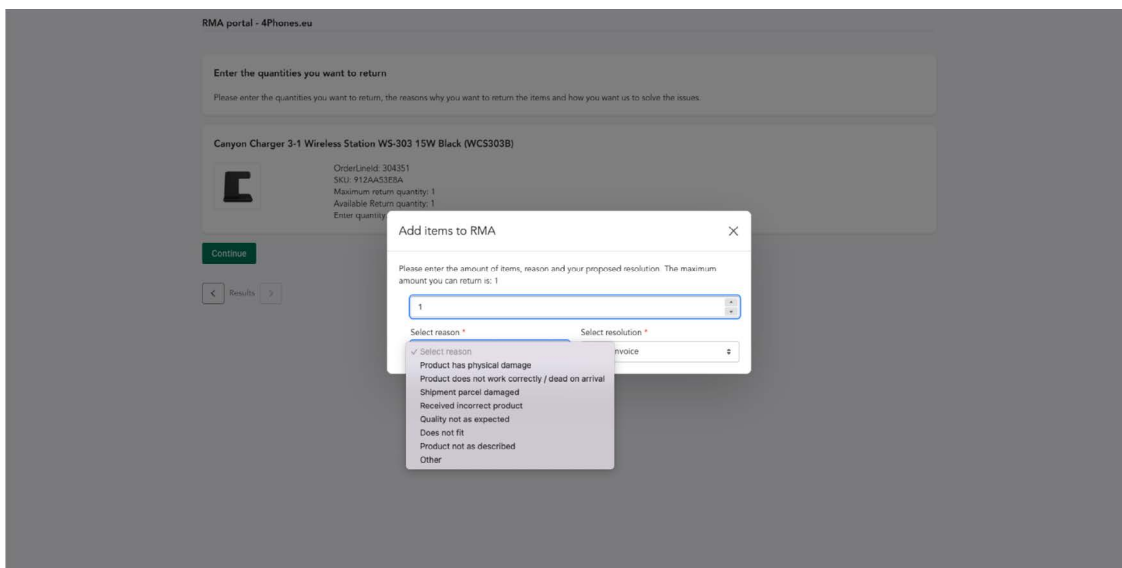
 OrderLineId: 304351  
SKU: 912AAS3E8A  
Maximum return quantity: 1  
Available Return quantity: 1  
Enter quantity: 0

**Add to RMA**

Continue

< Results >

7. Geben Sie die Details an. Im Popup:




RMA portal - 4Phones.eu

Enter the quantities you want to return

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.

Canyon Charger 3-1 Wireless Station WS-303 15W Black (WCS303B)

 OrderLineId: 304351  
SKU: 912AAS3E8A  
Maximum return quantity: 1  
Available Return quantity: 1  
Enter quantity: 0

Continue

< Results >

**Add items to RMA**

Please enter the amount of items, reason and your proposed resolution. The maximum amount you can return is: 1

1

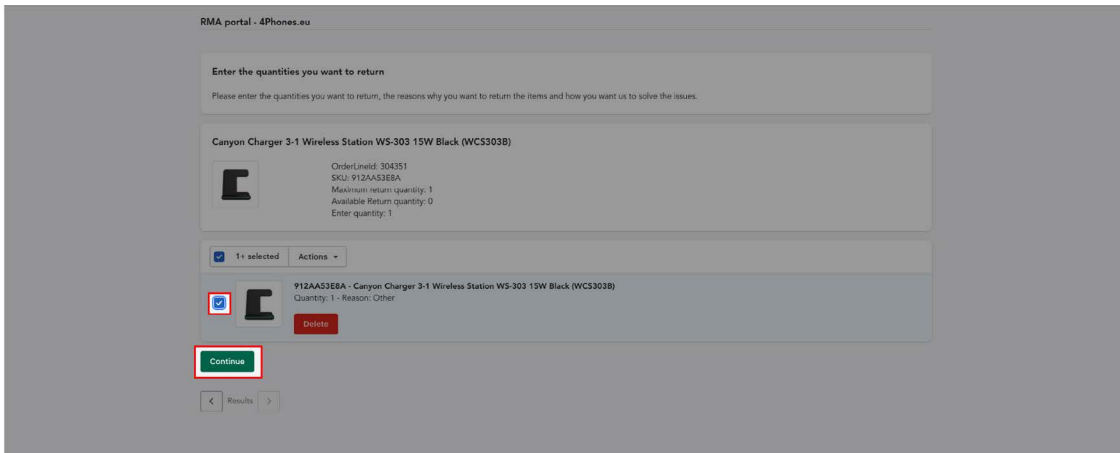
Select reason \*

- ✓ Select reason
- Product has physical damage
- Product does not work correctly / dead on arrival
- Shipment parcel damaged
- Received incorrect product
- Quality not as expected
- Does not fit
- Product not as described
- Other

Select resolution \*

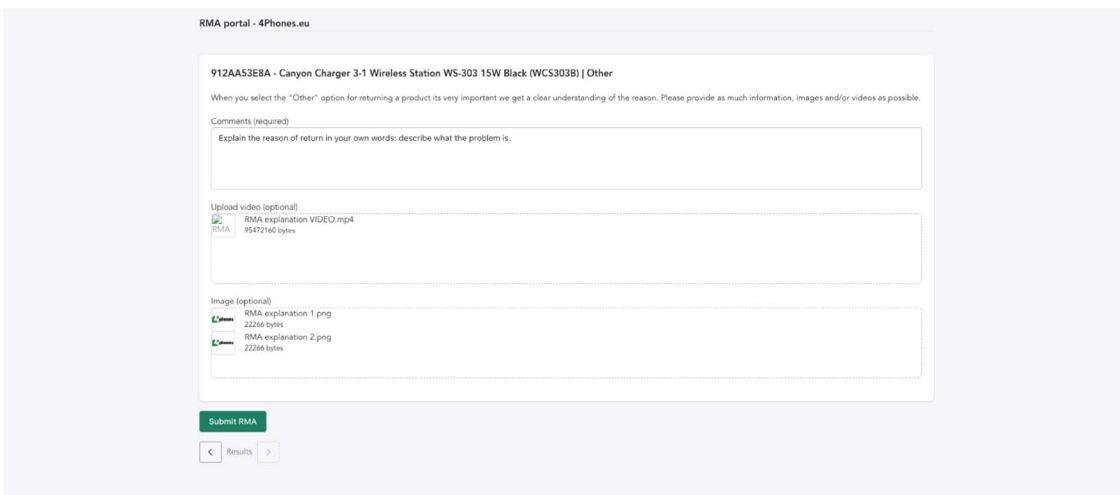
invoice

**8. Die RMA ist fast erstellt. Wählen Sie die RMA aus und klicken Sie auf Weiter.**

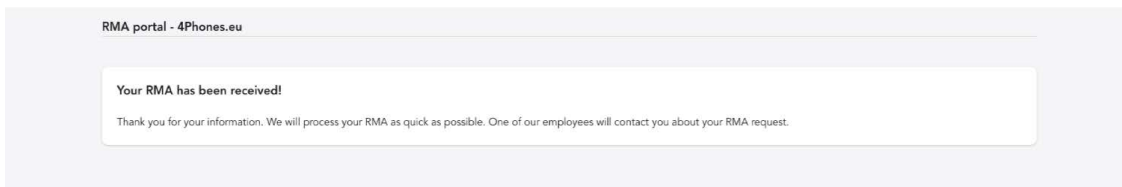


**9. Um Ihre Anfrage abzuschließen, geben Sie uns so viele Informationen wie möglich darüber, warum Sie dieses Produkt zurückgeben möchten. Erläutern Sie den Grund für die Rücksendung und laden Sie Fotos und/oder Videos hoch, die das Problem erläutern.\* Dann absenden!**

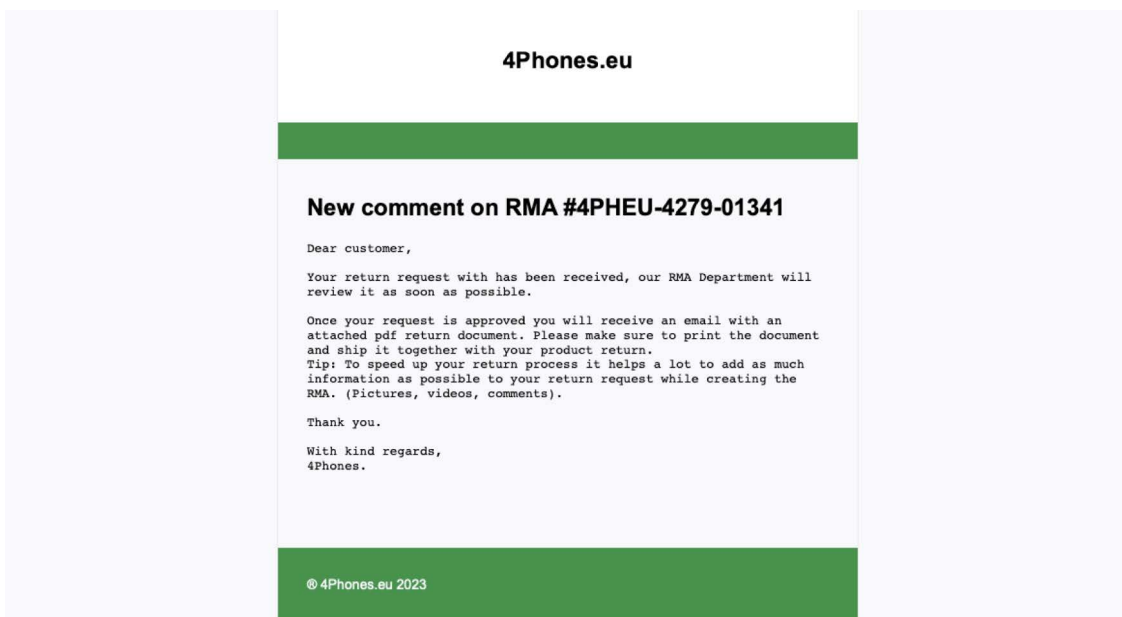
\*Wir können Ihre RMA schneller und einfacher genehmigen, wenn Sie alle Informationen bereitstellen, die wir benötigen, um das Problem klar zu verstehen. In einigen Fällen kann das Fehlen klarer Fotos oder Videos des Problems dazu führen, dass Ihre Anfrage nicht angenommen wird.



10. Ihre RMA wurde übermittelt. Sie erhalten eine Bestätigungs E-Mail, dass wir Ihre Anfrage erhalten haben.

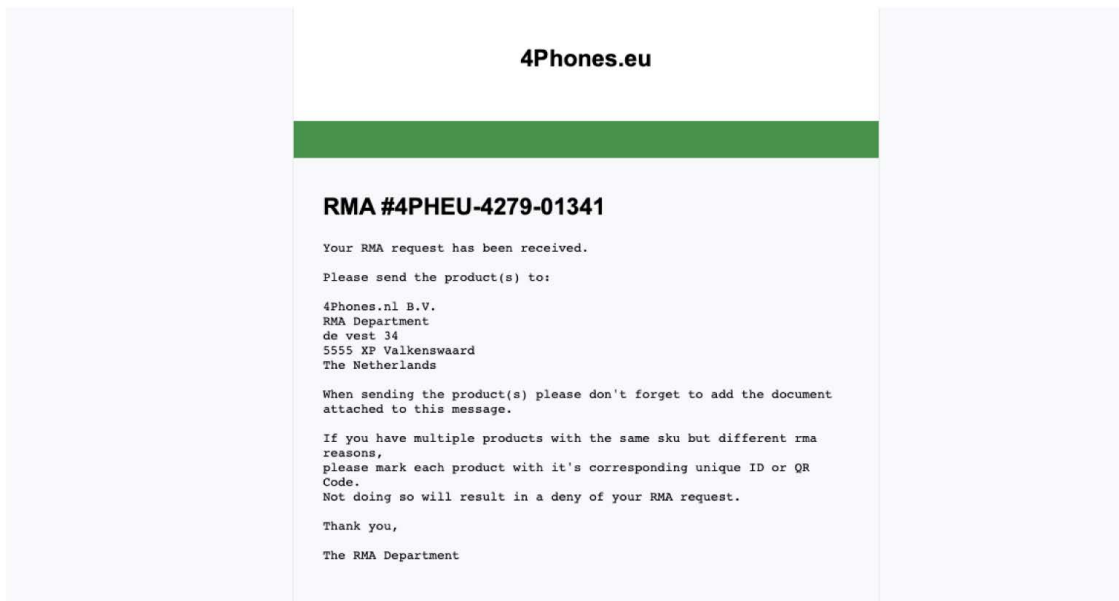


11. Unsere RMA Abteilung wird Ihre Anfrage prüfen. Ihre Anfrage kann genehmigt oder abgelehnt werden. In beiden Fällen erhalten Sie eine E-Mail.

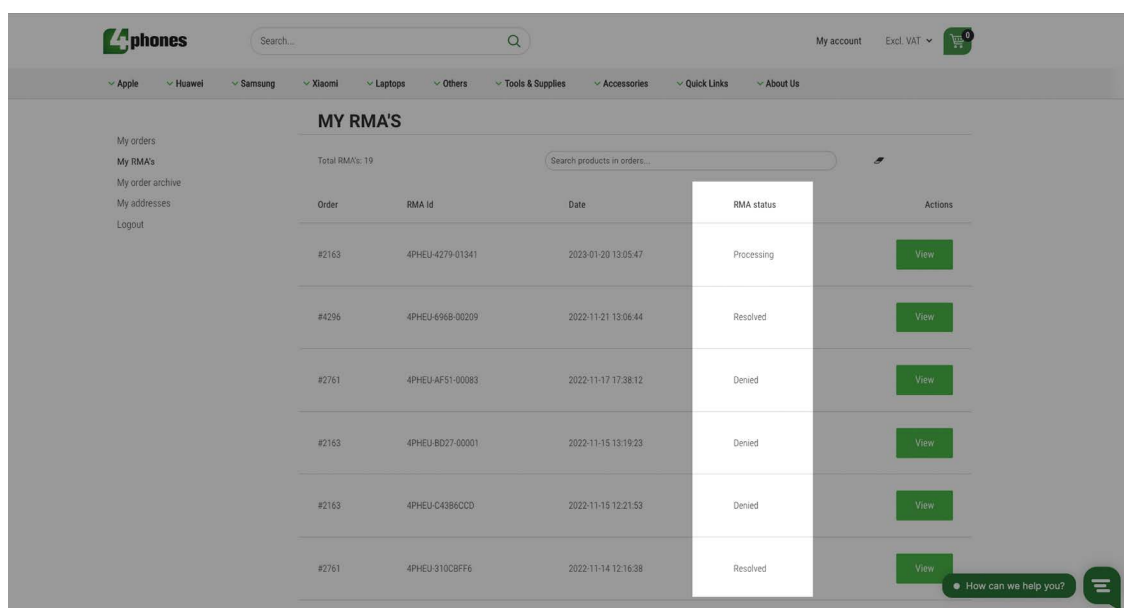


12. Ist Ihre RMA genehmigt? Zeit, Ihre RMA zu senden! Drucken Sie das Formular im Anhang der E-Mail aus, fügen Sie es der Box hinzu und senden Sie Ihr Paket an:

4Phones.nl B.V.  
 RMA Department  
 de vest 34  
 5555 XP Valkenswaard  
 The Netherlands



13. Sobald wir die Artikel erhalten haben, wird unsere RMA Abteilung Ihre zurückgegebenen Produkte prüfen. Sie erhalten Status Updates per E-Mail, aber Sie können den Status auch in Ihrem Konto verfolgen, indem Sie zu „Meine RMAs“ gehen.





**14. Basierend auf den Richtlinien unserer RMA kann Ihre RMA abgelehnt oder genehmigt werden.**

- RMA abgelehnt? Das Produkt wird entsorgt
- RMA genehmigt? Sie erhalten eine Gutschrift in Form eines Guthabens (Einkaufskredit)

Weitere Informationen zu unserem RMA Prozess: <https://4phones.eu/pages/rma-process>

Weitere Informationen zu unserem RMA Prozess: <https://4phones.eu/pages/returns>