


Oct 21, 2020 19:47

RMA UK Procedure

 This document describes the procedure for the RMA's within the UK.

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Permalink: <https://confluence.wildix.com/x/sQKmb>

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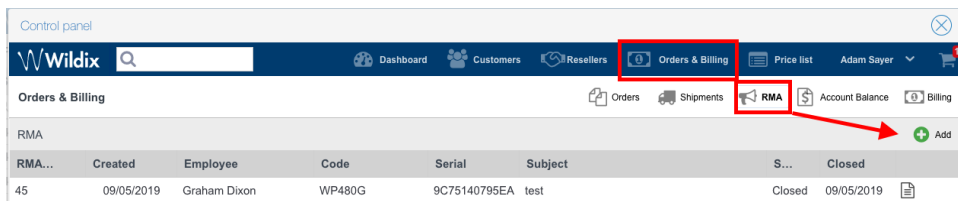
Prerequisites

Before raising an RMA, please ensure a support ticket has been raised via WMP and only raise once approved by a support engineer. Without a support ticket, an RMA will remain open and unauthorized.

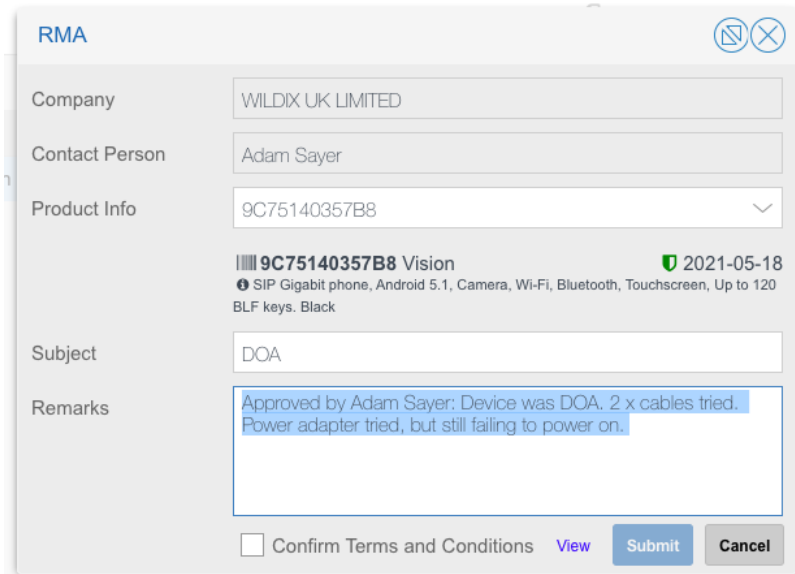
Raise an RMA

To raise an RMA please follow the steps:

1. Log into WMP (my.wildix.com), select the tab **Orders and Billing**
2. Select the tab **RMA**, then click on **Add**



3. In the *Remarks*, please confirm the agent who approved the RMA and any details on how to reproduce the fault. Example below:



The screenshot shows a web form titled "RMA" with the following fields and content:

- Company:** WILDIX UK LIMITED
- Contact Person:** Adam Sayer
- Product Info:** 9C75140357B8
- Product Details:** 9C75140357B8 Vision, 2021-05-18, SIP Gigabit phone, Android 5.1, Camera, Wi-Fi, Bluetooth, Touchscreen, Up to 120 BLF keys. Black
- Subject:** DOA
- Remarks:** Approved by Adam Sayer: Device was DOA. 2 x cables tried. Power adapter tried, but still failing to power on.
- Buttons:** Confirm Terms and Conditions, [View](#), [Submit](#), [Cancel](#)

Submitting

Once the “Terms and Conditions” have been accepted and the RMA submitted, you will need to reply to the support ticket and confirm the RMA ID. This will allow the support agent to arrange the collection and send you the collection label as soon as possible.

! **Important:** When replying it's also important to confirm the collection address as this will be collected from the Partner address if not specified. Please note, if the collection is missed and the client is not notified, it will be the partner's responsibility to arrange the second collection. Delivery Address:

FAO: Francesco Berlanda
Wildix SRL
Località le Basse, 3
38123 Trento, Italy
Tel. +39 0461 1715111

Courier Collection (DPD)

All collections are arranged through DPD using their Door 2 Door - DPD Classic service and sent to Italy for Analyses. This means the RMA will be collected between 09:00 - 17:00 next working day from the date submitted.

Deliveries

Once the RMA has been collected this can take up to 4 working days to be received in Italy. At this stage, the device will be analyzed by our logistics department to determine the fault and make a decision on a replacement. Please note if the device is found to have any defects that are not caused by general wear and tear, a charge may apply, therefore it's important to ensure all methods suggested by support are covered before processing.

Replacements

If the device is found to be at fault and is still under warranty a replacement will be sent. Please note the replacement will be sent back to the default address as specified on WMP (Partners address) and can also take up to 4 working days, therefore a full turnaround, can take up to 10 working days to be received from the date of being sent.

If you find that you have not received the device within this time specified, please contact support and notify them immediately.

Wildix Support UK:

0330 056 3634 Option 1.