

## Danfysik RMA System

### Quick Guide

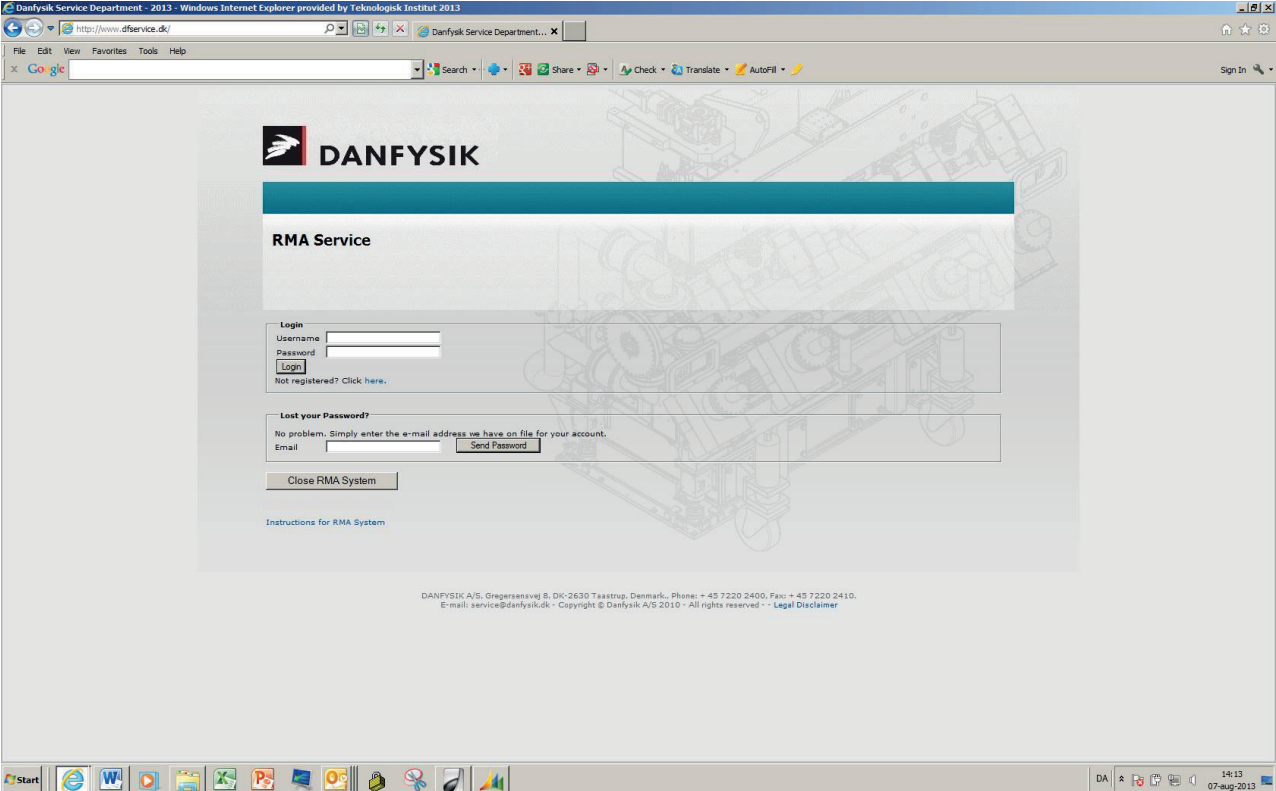
#### Generel:

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:



Danfysik Service Department - 2013 - Windows Internet Explorer provided by Teknologisk Institut 2013


http://www.dfservice.dk/

Danfysik Service Department...

File Edit View Favorites Tools Help

Google Search

Sign In

 **DANFYSIK**

**RMA Service**

**Login**

Username

Password

Not registered? [Click here.](#)

**Lost your Password?**

No problem. Simply enter the e-mail address we have on file for your account.

Email

[Instructions for RMA System](#)

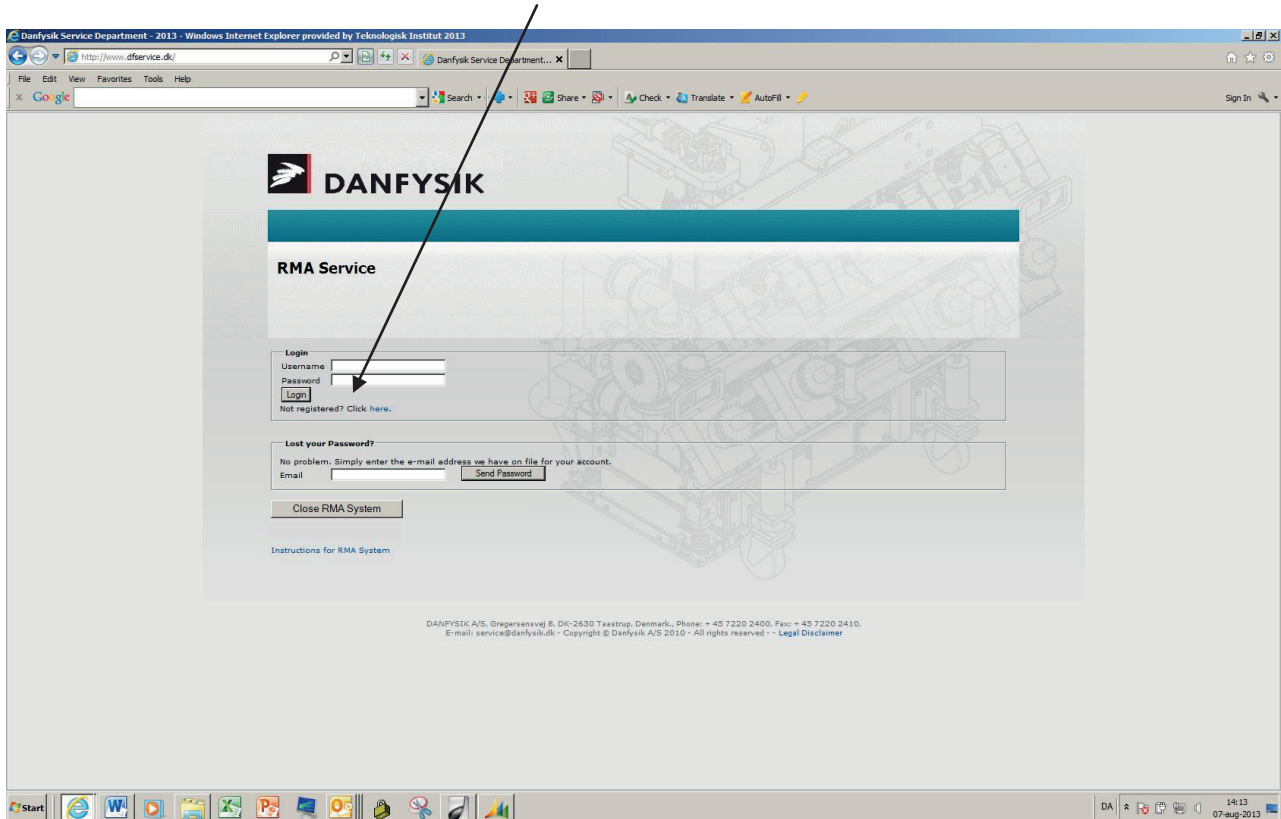
DANFYSIK A/S, Gregersensvej 8, DK-2630 Taastrup, Denmark, Phone: +45 7220 2400, Fax: +45 7220 2410.  
E-mail: [service@danfysik.dk](mailto:service@danfysik.dk) - Copyright © Danfysik A/S 2010 - All rights reserved - [Legal Disclaimer](#)

Start | IE | W | P | O | DA | 14:13 | 07-aug-2013

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

## Creating an account:

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

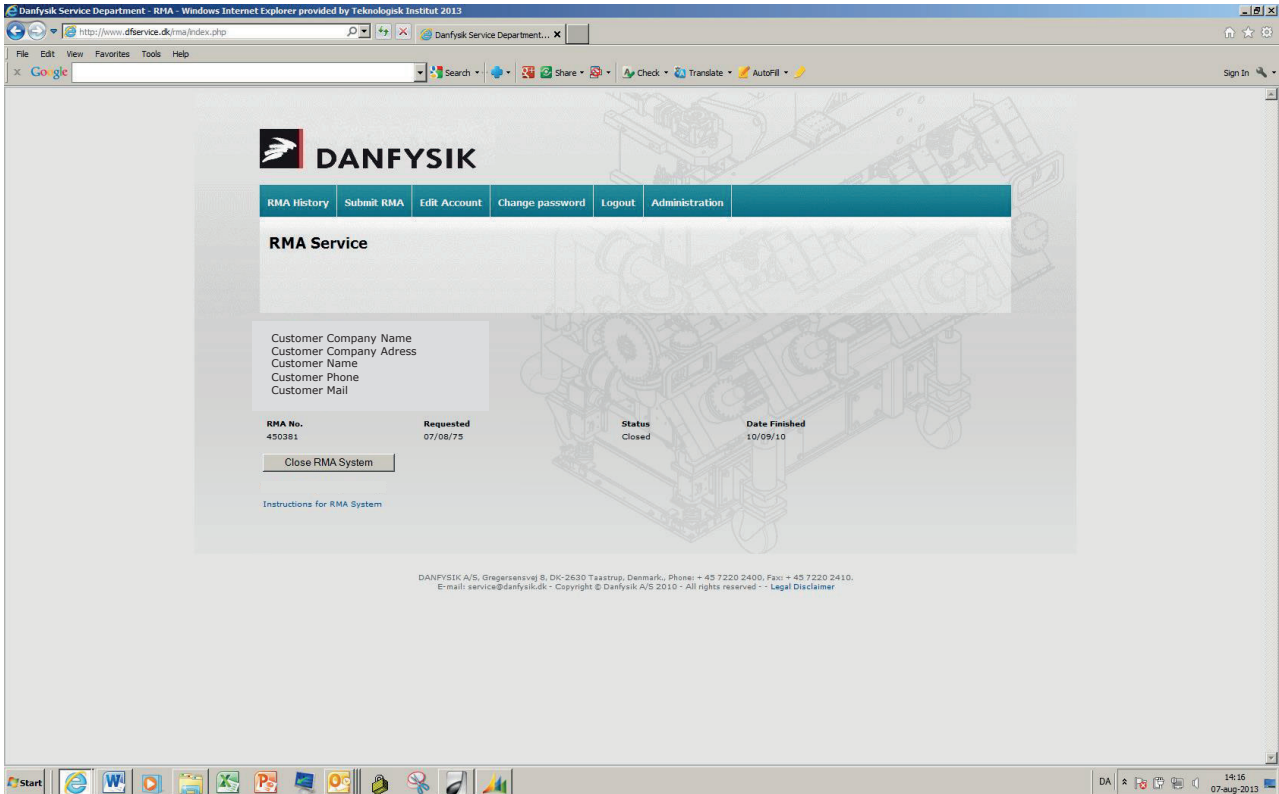


When registration is completed, the RMA system will send an activation email to the specified email address.

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 the Danfysik logo at the top left and a navigation menu with options: RMA History, Submit RMA, Edit Account, Change password, Logout, and Administration. Below the navigation menu, the main content area is titled "RMA Service" and contains a form for customer details and a table of RMA records.

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

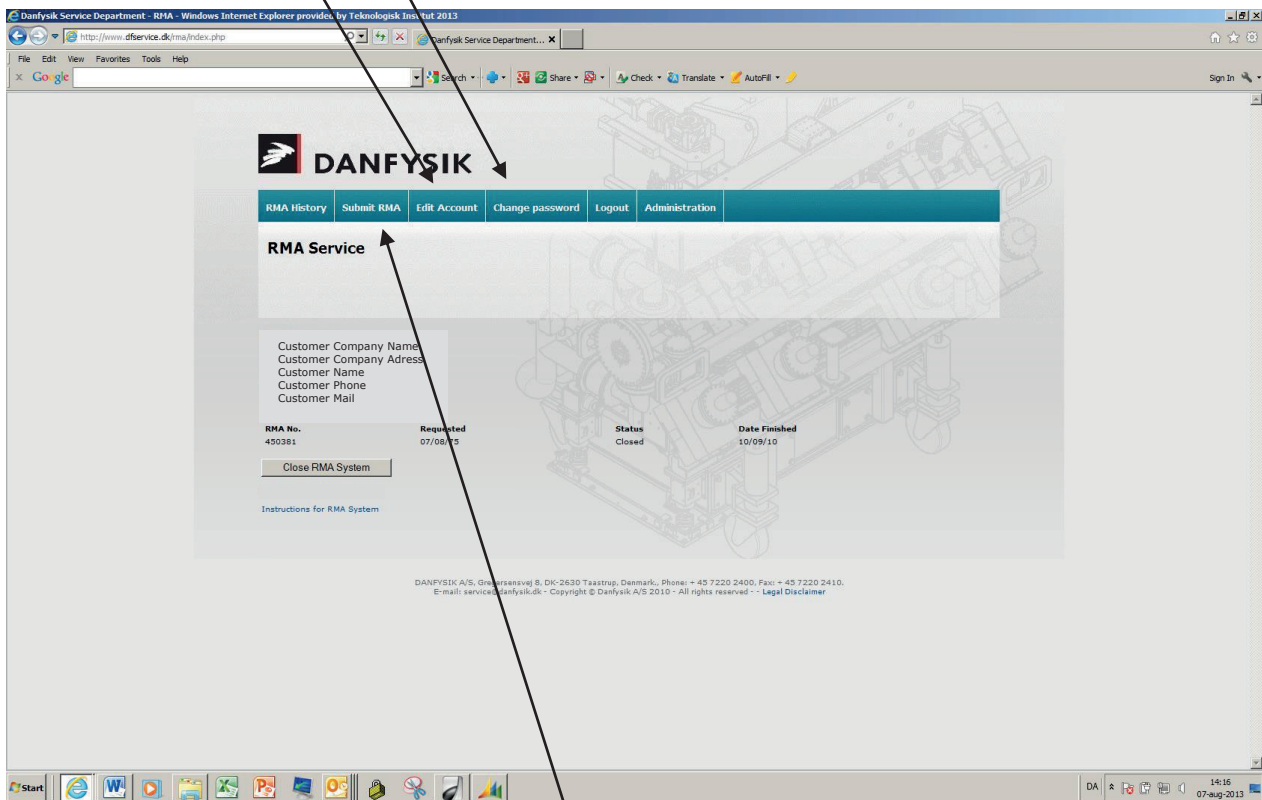
RMA No.	Requested	Status	Date Finished
450381	07/08/13	Closed	10/09/10

[Instructions for RMA System](#)

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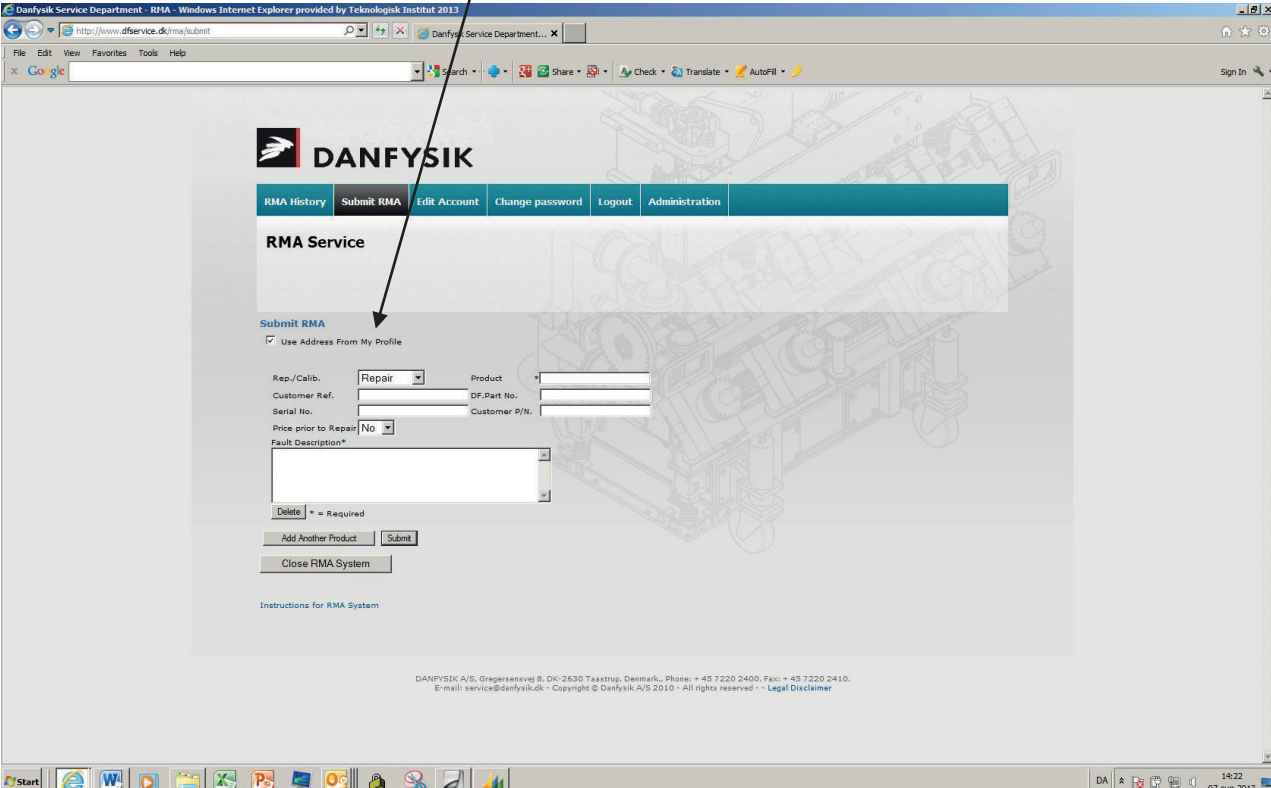
Here the customer can see company details and a list of open/closed RMA numbers. Clicking on an RMA number, will show details of the RMA and gives the possibility to print out repair reports.

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./Calib.  Product

Customer Ref.  DF.Part No.

Serial No.  Customer P/N.

Price prior to Repair

Fault Description\*

Delete \* = Required

Add Another Product

Close RMA System

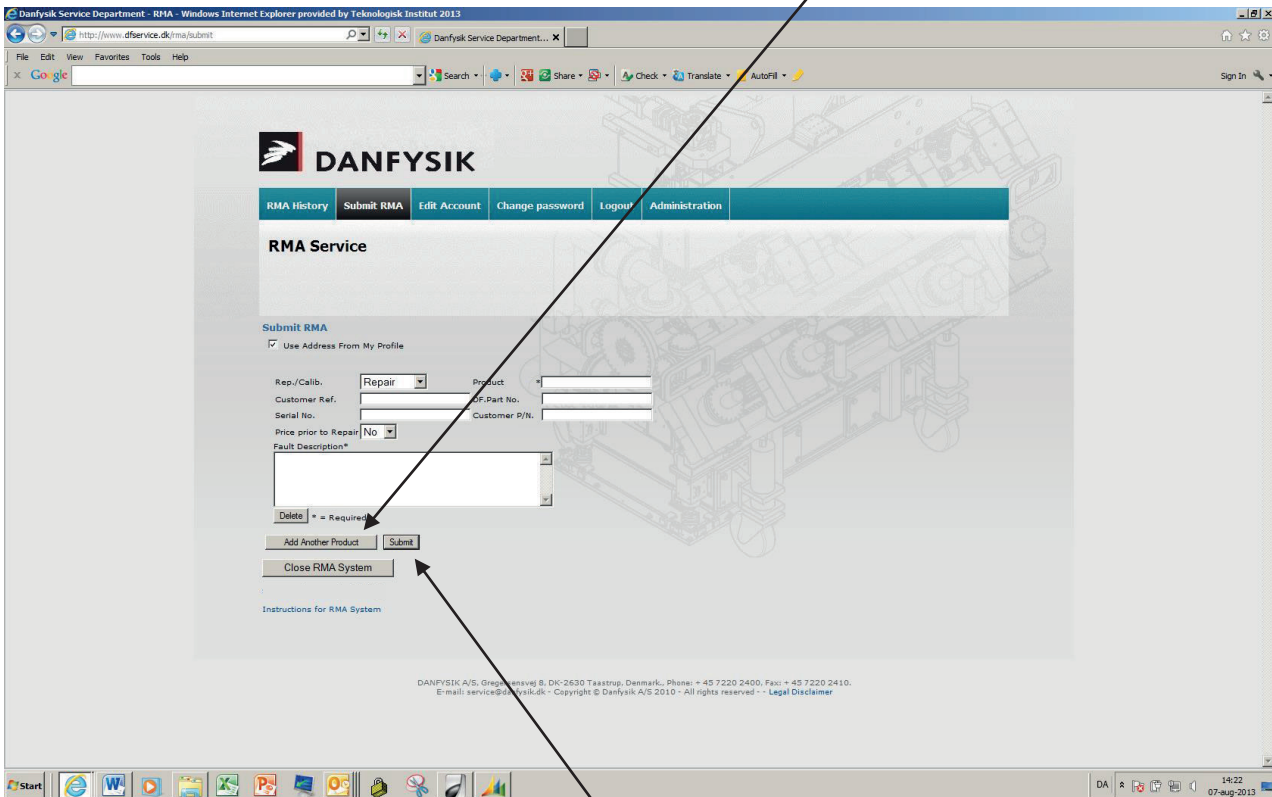
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Fill in details on the return.

Fields marked with \* are mandatory.

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



The screenshot shows the 'Submit RMA' form in a web browser. The form contains the following fields and controls:

- Use Address From My Profile
- Rep./Calib.:
- Product:
- Customer Ref.:
- S/N Part No.:
- Serial No.:
- Customer P/N:
- Price prior to Repair:
- Fault Description\*:
- Buttons:  = Required, , ,

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