

1 / Search for the product by code or serial number

The screenshot shows the JABLOTRON website's 'New RMA' page. The header includes the JABLOTRON logo and navigation links: Admin, Log out, PRODUCT CATALOGUE, QUICK ORDER, ORDERS, INVOICES, PACKING LISTS, RMA, PRICE LISTS, and MY ACCOUNT. The breadcrumb trail is Introduction > RMA > New RMA. The main heading is 'New RMA'. There are two main sections: 'Individual products RMA' and 'Import a list of products from a file'. The 'Individual products RMA' section has a text input field and a 'SEARCH' button. The 'Import a list of products from a file' section has a file upload button, a text field showing 'No file selected', and an 'UPLOAD' button. A link for 'How to generate the correct CSV format?' is also present.

This screenshot shows the same 'New RMA' page but with search results. The 'Individual products RMA' section now has 'JA-107K' entered in the search field. Below the search results, there are two product entries, each with a small image, a product name, a description, and a 'Choose' button. The first entry is 'JA-107K Control panel with LAN communicator'. The second entry is 'JA-107KRY Control panel with LAN, GSM and radio module'. At the bottom of the page, there is an 'ADD A PRODUCT TO THE RMA' button.

New RMA

Individual products RMA

Enter the product code, name, or serial number in a format without dashes. If the product is not being found by serial number, enter the product code.

SEARCH

Import a list of products from a file

With a larger number of products, it is more advantageous to upload everything in one CSV file.

Upload a file

No file selected

UPLOAD

[How to generate the correct CSV format?](#)

JA-107K



JA-107K
Number of products: 1

Remove product

Printing

Hide detail

JA-107K

Remove X

Serial number *

Batches *

Used with a paid service?

SIM card number

Where can you find the serial number on the product?

Where can you find the batch on a product?

Description of the problem

Defect description *

Time period of problem *

My way of solving

Description of the defect *

Customer's contact

Additional files

Upload a file No file selected

CHECK AND SAVE

Fill in all required fields including a most accurate description of the defect

Number of claimed items of the product JA-107K: 1

ADD ANOTHER ITEM OF THE SAME PRODUCT

Delivery address

Here you can enter your own internal RMA number

SUBMIT THE FULL RMA

2/ For a complaint about multiple items, submit a bulk complaint by importing a CSV file

