

THE PROCESS OF

Returning Expensive Tech
Equipment Effectively

HELPFUL GUIDE



IPSOFACTO[®] IT Services

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GATHER INFORMATION

Ensure you have the following details ready - the serial number of the equipment, the purchase date, and any relevant documentation like purchase receipts or invoices.

TROUBLESHOOT

Before proceeding with the RMA process, it's recommended to contact Tech Support to troubleshoot the equipment issue you are experiencing.

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CONTACT SUPPORT

If the issue remains unresolved, visit the Tech Vendor website to find the appropriate support contact details for your region.

PROVIDE NECESSARY INFORMATION

When contacting support, be prepared to provide all the required information about your equipment

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RMA INITIATION

If the support team determines that the equipment needs to be returned and replaced, they will guide you through the RMA process.

PACKAGING & SHIPPING

Follow the instructions provided by the support team to package the equipment securely for return shipment.

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FOLLOW-UP & REPLACEMENT

After shipping the faulty equipment back, keep track of its progress using the provided tracking information.