



# Return Material Authorization (RMA) procedure

## Have you been in contact with HMS Technical Support?

Before returning a faulty product to HMS please contact HMS Technical Support to see if they can resolve your issue. You can do that by selecting “Support” on the HMS website. If Technical Support are unable to resolve your problem and the product is within the warranty period they will suggest that you open an RMA case. The RMA case is not automatically created.

Per the note above the customer who purchased the product directly from HMS will need to complete the request. The customer will go to our RMA portal and open a new case.

Please complete the required fields and reference the technical support ticket number when creating your RMA case.

If your product was damaged during transportation or miss any parts, you can register your RMA case directly.

## Returning a product to HMS

The RMA procedure described in this document is for customers who purchased directly from HMS only. If you purchased your product from one of our distributors you will need to contact the distributor and they can start the RMA process. Please provide your Technical Support Ticket number to the distributor as they will need this when creating the RMA.

If you want to make a return for commercial reasons (not quality related) or for an ordering error then please visit <https://www.anybus.com/support/credit-returns>

To be able to handle your RMA case we need all case information in English. If you don't speak English, please contact your local sales representative for assistance.

## Advance replacement

If you are in urgent need of a replacement product, please mention this in the description field. You need to fill in the [Advanced Replacement Conditions \(https://cdn.hms-networks.com/docs/librariesprovider6/default-document-library/advanced-replacement-conditions.pdf?sfvrsn=b11f41d7\\_2\)](https://cdn.hms-networks.com/docs/librariesprovider6/default-document-library/advanced-replacement-conditions.pdf?sfvrsn=b11f41d7_2) document and attach it as a file in the RMA registration.

## Contact HMS

In urgent situations, or if special shipping arrangements are required please contact HMS product returns department directly.

Email: [returns@hms.se](mailto:returns@hms.se), Phone: +46 35 172999

For more details regarding HMS product returns policy, warranty and costs involved, please [Click here. \(https://www.anybus.com/support/product-returns/product-return-policy\)](https://www.anybus.com/support/product-returns/product-return-policy)



## Register a new user

First time you use HMS portal you need to register a new user.

Select an email address and password for your account. Continue by selecting Register.

Start | Knowledge Base | Q | English - | Sign in

Sign in Register

### Register for a new local account

\* Email

\* Password

\* Confirm password

02V98

Generate a new image  
Play the audio code  
Enter the code from the image

Read HMS Privacy Policy  
I understand the information regarding the HMS Privacy Policy

\* I hereby give consent for HMS to process my data

Register

Enter your contact information and select Save.

Start | Knowledge Base | My Cases | Q | English --

Home > Profile

## Profile

Profile

Security  
Change Password

### Your Information

First Name \*

Last Name \*

E-mail \*

Business Phone \*

Company Name \*

Street 1 \*

ZIP/Postal Code \*

City \*

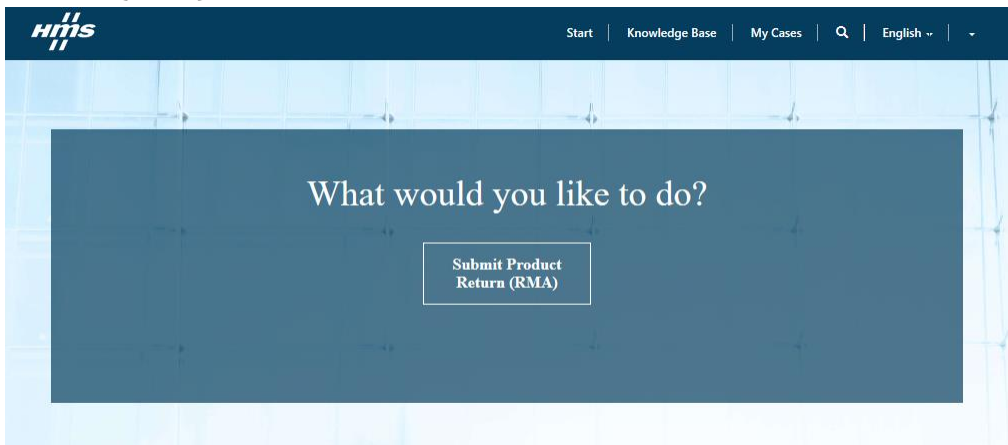
Region/State  Q

Country \*  Q

Save

## Register a new case

To create a new RMA case, go to the Start-tab in the main menu and select **Submit Product Return (RMA)**.



The RMA registrations contains of two steps.

### Step 1 - Overview information

Fill in the case overview information, such as your internal reference number and requested service. Continue to next step by selecting **Continue**.

A screenshot of the 'Overview' form in the HMS web application. The form is set against a dark blue background with a faint image of a person's hands. The form fields are as follows: 'Title \*' with an empty text input; 'Company Name' with 'HMS' entered; 'Claim Type' with a dropdown menu showing 'Analyze and repair'; 'Your Reference No.' with 'RMA 1234' entered; 'Contact \*' with 'Frida Lindgren Gmail' entered; and 'Product Brand \*' with a dropdown menu showing 'Anybus'. Below these fields is a large text area for 'Description' with the placeholder text 'General information regarding the case'. At the bottom left, there is an 'Attach a file' section with a 'Choose Files' button and the text 'No file chosen'. At the very bottom, there are two buttons: 'Submit' and 'Cancel'.



## Step 2 – Add Case Individuals

To add detailed information for your returned product, select +Create under the CASE INDIVIDUALS-tab.

# mechanically damaged product

Active – New

### Overview

<b>Title *</b> mechanically damaged product	<b>Case Number</b> 201905-2835
<b>Company Name</b> HMS	<b>Contact *</b> Frida Lindgren Gmail
<b>Claim Type</b> Analyze and repair	<b>Product Brand *</b> Anybus
<b>Expected Delivery</b> 	<b>Your Reference No.</b> RMA 1234

**Description**

General information regarding the case

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### CASE INDIVIDUALS

[+ Create](#)

Case Number (Case)	Serial number ↑	Article number	Status Reason	Delivery Date
There are no records to display.				



Fill in the required information and select Submit. Your registration is now complete.

## Advanced Replacement request

If you need an urgent replacement product, please fill out the “Advanced Replacement Conditions-form” and attach it with your RMA-registration.

The form can be found in the registration form in the portal and under the product returns tab on our website.

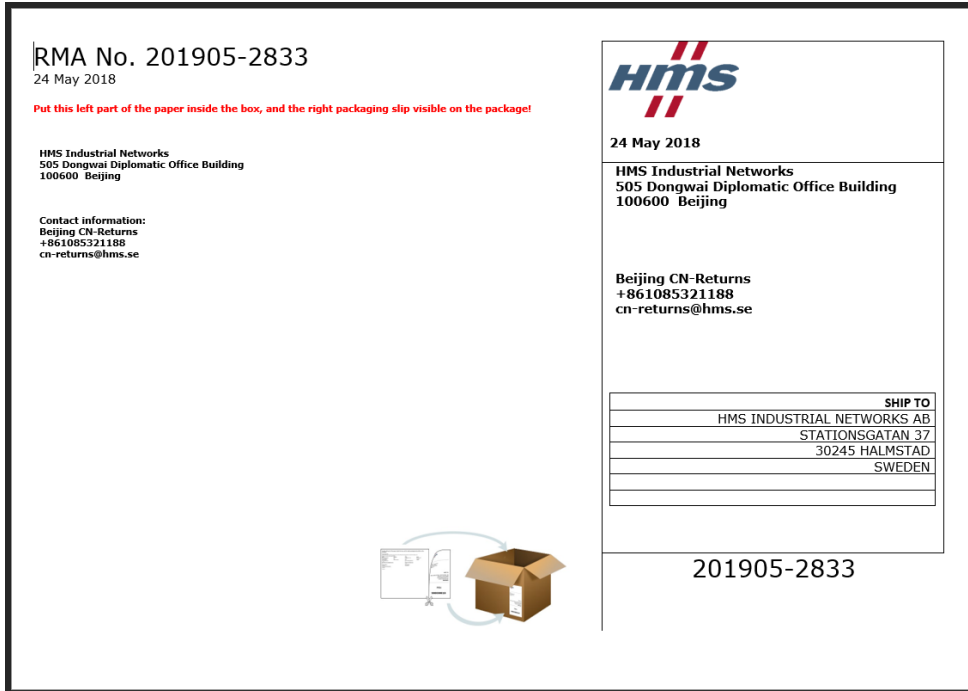
## Approval from HMS

When your case is submitted, please wait for HMS approval before returning your product.

HMS product returns department will review the information provided and send you a confirmation email when your case has been approved.



Upon approval, you will also receive a document with the return address for your product based on your geographical area. The document can be found in your Timeline under each RMA case in the portal. Please print it and attach it with your shipment.



## Communicate with HMS

If you wish to communicate with HMS regarding your ongoing case, you can do so in your Timeline for each case.

Open the case and go to your timeline at the bottom of the page and select **Create Comment**. When you receive a reply from HMS, you will also get an email saying there is a new message on your case.

It is also possible to add files to your comment.



## Add Delivery Address

If you want HMS to return the repaired/replacement product to a separate address, such as an end user, you can enter the address under the Delivery Address-tab under each case.

If no address is added, default address of return is your company address.

The screenshot shows a 'Delivery Address' form with the following fields:

Street Address	Stationsgatan 37	Mobile Phone	+46 35 17 2999
Postal Code	30004	City Address	Halmstad
Country	Sweden	Reference	Kontaktperson

## Reset password

To reset your password, go to the Sign in-tab and select **Forgot your password?**

The screenshot shows the 'Sign in' page with the following elements:

- Navigation: Start | Knowledge Base | Search | English | Sign in
- Buttons: Sign in | Register
- Section: Sign in with a local account
- Fields: \* Email (fridalinggren0@gmail.com), \* Password (masked)
- Checkbox: Remember me?
- Buttons: Sign in | **Forgot your password?**

The screenshot shows the 'Forgot your password?' page with the following elements:

- Section: Forgot your password?
- Field: Email
- Text: Enter your email address to request a password reset.
- Button: Send