



## Mellanox RMA Request Form

December 2013

Dear customer,

In order to provide a quick and efficient response to your RMA request, we kindly ask that you submit all RMA requests through our Web-based RMA tool and not use e-mail for the requests.

This presentation provides an overview of our Web system.  
Using the Web system will enable us to provide a quick and efficient solution to your request.

Best regards,

Mellanox RMA Team

# Customer RMA Request



Submit an RMA request using the Web RMA Request Form.

The form is accessible via the below link:

[http://www.mellanox.com/content/pages.php?pg=rma\\_form](http://www.mellanox.com/content/pages.php?pg=rma_form)

To access the form you can also browse through our Web [www.mellanox.com](http://www.mellanox.com) → Support → Returns (RMA).

(See the next slide.)

The screenshot shows the Mellanox RMA Request Form. At the top, there are buttons for "Submit RMA Request", "Reset", and "Cancel". The form is divided into several sections:

- Requester Information:** Includes fields for Name, Email, Phone, Fax, and Equipment Location (a dropdown menu currently set to "--None--"). On the right, there are fields for Date Submitted (10/5/2011), PO# for replacement (optional), and Case Number. A red vertical bar indicates required information.
- Bill To:** Includes fields for Company, Contact, Phone, Address, Country, City/State, and Zip.
- Ship To:** Includes fields for Company, Contact, Phone, Address, Country, City/State, and Zip. There is a checkbox labeled "Ship To same as Bill To".
- Serials:** A section for listing multiple items. It includes fields for Part Number, Serial Number, and DOA (a dropdown menu set to "--None--"), followed by a text area for Problem Description. This section is repeated for two items.

A note at the bottom of the form states: "NOTE: Mellanox requires the Part Number and Serial Number on all products to be returned. Model and Serial numbers are located on Bar Code Labels on the product itself. Be sure to record the information from the Bar Code Label and not the packaging."

# RMA Request Form – Mellanox Website



The screenshot shows the Mellanox website interface with the following navigation path highlighted:

- Home > Support > Returns (RMA) > RMA Request Form

The RMA Request Form page contains the following text:

### RMA Request Form

In order to return your product to Mellanox Technologies for repair or replacement you must first obtain an RMA.

**To check your Mellanox part serial number RMA coverage and review your warranty status and eligibility, click here.**

To obtain an RMA, please complete and submit the RMA Request Form below.

Upon receipt of your RMA request, Mellanox will validate the Warranty status of the products based on the serial numbers provided and in its discretion issue an RMA Number.

A Mellanox Technical Support Engineer may contact you to troubleshoot the problem prior to the issuance of an RMA.

If this is an urgent matter requiring advanced replacement, please contact Mellanox Technical Support (detailed above) after submitting the RMA Request Form at Mellanox's web site.

After you have received an RMA from Mellanox you are responsible to return the products to Mellanox's designated repair facility, freight pre-paid by you, the customer, in accordance with the instructions set forth in the RMA. The products must be properly packaged to prevent damage while in transit. If available the original product packaging should be used for the return shipment. Please indicate the RMA Number on the outside of each package returned and on the packing list.

Mellanox will use commercially reasonable efforts to ship the repaired or replacement products to you freight pre-paid by Mellanox within 14 business days (21 calendar days) from the receipt of the returned products at Mellanox's designated repair facility.

# Filling the Customer RMA Request: Header Information



## Requester Information

Please provide contact details of Requester.

## Bill To

Importing party at destination country (in case the material is delivered directly to a 3<sup>rd</sup> party.)

## Ship To

Address for shipping.

Submit RMA Request Reset Cancel

**Requester Information** | = Required Information

Name	<input type="text"/>	Date Submitted	<input type="text" value="10/9/2012"/> [ 10/9/2012 ]
Email	<input type="text"/>	PO# for replacement (optional)	<input type="text"/>
Phone	<input type="text"/>	Case Number	<input type="text"/>
Fax	<input type="text"/>		
Equipment Location	<input type="text" value="--None--"/>		

**Bill To**

Company	<input type="text"/>	Address	<input type="text"/>
Contact	<input type="text"/>	Address	<input type="text"/>
Phone	<input type="text"/>	Country	<input type="text"/>
		City/State	<input type="text"/>
		Zip	<input type="text"/>

Ship To same as Bill To

**Ship To**

Company	<input type="text"/>	Address	<input type="text"/>
Contact	<input type="text"/>	Address	<input type="text"/>
Phone	<input type="text"/>	Country	<input type="text"/>
		City/State	<input type="text"/>
		Zip	<input type="text"/>

# Filling the Customer RMA Request: Returned Material Information



## Part Number

Please enter Mellanox part numbers.

## Serial Number

The unique serial number of the item.

## Problem Description

A short description of the problem with the product. (See details on next slide.)

## DOA

Please select Yes if the item failed upon first use. Select No otherwise.

**Serials**

1	Part Number <input type="text"/>	Serial Number <input type="text"/>	DOA --None--	Problem Description <input type="text"/>
2	Part Number <input type="text"/>	Serial Number <input type="text"/>	DOA --None--	Problem Description <input type="text"/>
3	Part Number <input type="text"/>	Serial Number <input type="text"/>	DOA --None--	Problem Description <input type="text"/>
4	Part Number <input type="text"/>	Serial Number <input type="text"/>	DOA --None--	Problem Description <input type="text"/>
5	Part Number <input type="text"/>	Serial Number <input type="text"/>	DOA --None--	Problem Description <input type="text"/>

[Add Serial](#) [Remove Serial](#)

# Filling the Customer RMA Request: Problem Description



The Problem Description should address the following issues:

- Symptoms of failure
- Was the part ever functional? And for how long?
- The current firmware version of the product and whether it has been upgraded.
- Has the product been replaced before?
- Any other useful information that might be relevant.



Thank You