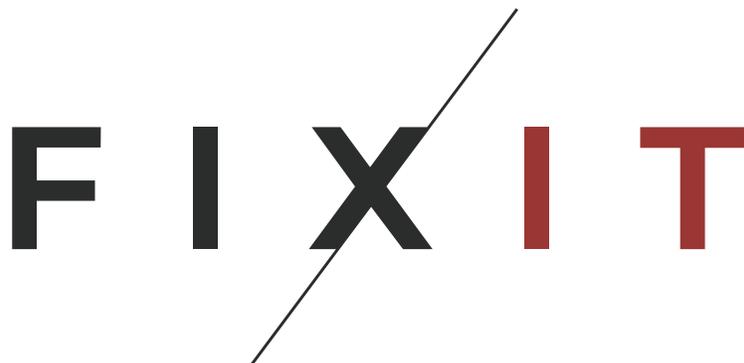




# RMA Online Submission User Guide





Follow these simple **Steps** for successful online submission of your **Return Merchandise Authorisation (RMA)**.

Essential items to have available prior to completing the online form:

Product name and Model number

Serial number

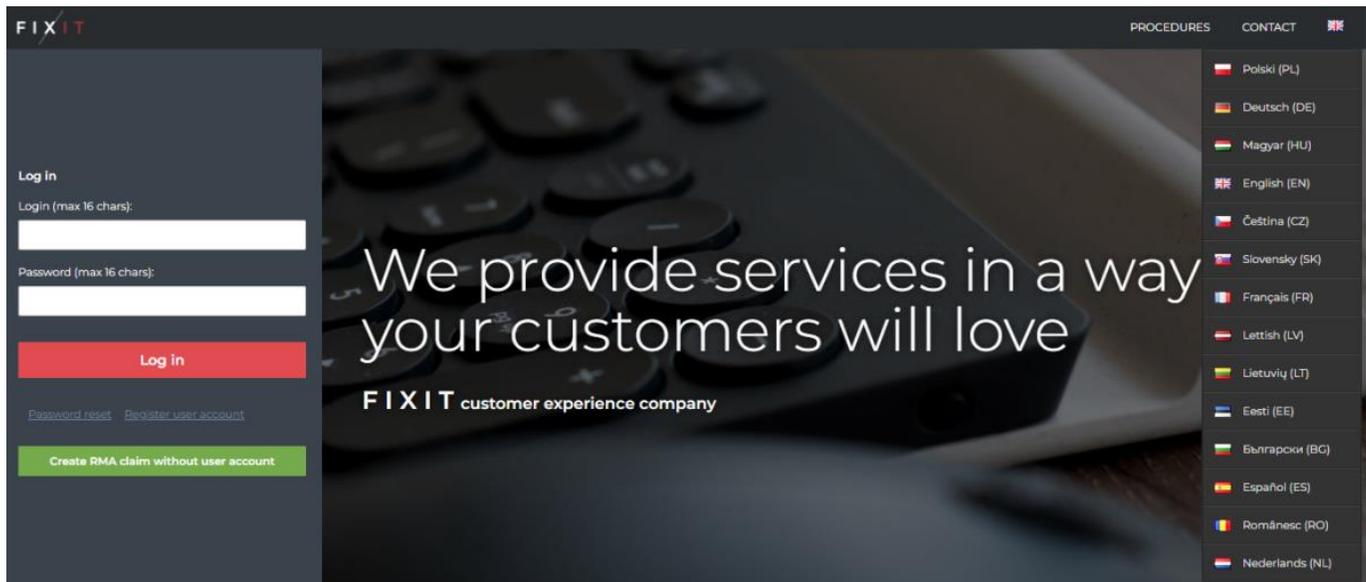
Proof of purchase or Extended Warranty Certificate if available

All services provided for devices which are not covered by warranty or contract, including the diagnosis and return shipment, are likely to incur a charge. Please contact your customer service if this is the case. See contact details on page 8.

## Step 1

Click here to get started: <https://rma.fixit-service.com/>

On the home page, select the flag in the top right corner and choose the language from the drop-down list



Log in to the site using your Login details and Password or use the option without user account.

If you are a new user click on **'Register user account'** to obtain your login and password information. Provide Login and Password then click **'Log in'** button to enter the site.



## Step 2

Select **'Add RMA request'** from the left column.  
Start completing the online submission form.

+ Add RMA request

Enter:

**Producer TSC Auto ID** – search or select an item from the dropdown list

**Product category (type) and Product (model number)** – search or select an item from the dropdown list

**Serial number** – if unavailable simply tick the box

**RMA type** – select an item from the dropdown list

**Date of purchase** – use the calendar to select the date of purchase

**Customers RMA number** – enter your internal claim number, if required

**Select fault type** – select an item from the dropdown list

**Fault description** – complete a full description of the nature of the fault. This will help our service team fully understand the RMA submission request and can save time

**Mass add** – this option allows you to add another repair request of the same model

**Attachments** – add the required attachments by clicking on the link or scanning the QR code, the requirements vary depending on the RMA type selected

Once you have completed the mandatory information on this page, click **Add to RMA basket**

Then click **Next** on the right hand side of your screen.

The screenshot shows the 'Submit RMA' form in the FIXIT application. The form is divided into several sections:

- Header:** 'Submit RMA' title and navigation icons.
- Product Information:** Three dropdown menus for 'TSC Auto ID', 'Product category', and 'Product'.
- Serial Number and Date:** A text input for 'Serial number' with a 'Not available' checkbox, a dropdown for 'Standard', and a date input for 'Enter purchase date [yyyy-mm-dd]'. A note states: 'Providing the correct date of purchase will improve the RMA realization process'.
- Customer Information:** A text input for 'Customers RMA number' with a note: 'Customer's RMA number (enter the complaint number registered in your system)'.
- Fault Information:** A dropdown menu for 'Select fault type \*' and a large text area for 'Please write a description of the fault'. A note below reads: 'Please enter detailed fault description. In case of imprecise descriptions the verification of the fault can be impossible. The device is being tested only for the described fault.'
- Attachments:** A section titled 'How can you add attachments?' with two options: 'Select the file you want to add by clicking the button below' (listing 'PROOF OF PURCHASE' and 'PHOTO OF THE DAMAGE') and 'Scan the QR code with your smartphone. Simple and convenient!' (with a QR code).
- Right Sidebar:** A green arrow pointing down to an open box icon with the text 'RMA basket is empty'.



### Step 3

Go to your **RMA Basket** in the top right corner of the screen and a new page will appear. Verify that the information captured is accurate, then click **Next**.

If the information requires amending, click **Edit** button and go back to Step 1.

The screenshot shows a navigation bar with four icons: RMA basket (red), Delivery, Delivery details, and Summary. Below it is a table with the following data:

	Producer	Product code	Product name	Warranty type	Serial number	Fault description	Purchase date	
1	TSC Auto ID	A30L-A001-0002	Alpha-30L, 203 dpi, 5 ips + MFI Bluetooth + Peeler	Standard	123456789	Not working	2024-06-25	

At the bottom of the interface are two buttons: **Cancel** (red) and **Next** (green).

### Step 4

We will collect the parcel and send the printer back to you once the RMA is complete. Please enter your shipment address and click **Save**.

The screenshot shows a form titled "Adding a new address" with a close button (X). The form is divided into two main sections:

- Delivery to the service center:**
  - Dostawa we własnym zakresie
  - DPD
- Return shipment method:**
  - DPD Odesłanie przesyłki na wskazany adres

At the bottom of the form are **Back** and **Next** buttons. To the right, a modal form for "Adding a new address" contains the following fields:

- Customer name: / Company name: \* (COMPANY NAME)
- Contact person: \* (Contact Person)
- Street \* (Street)
- Building number \* (No) and Apartment number
- Postal code: \* (POST CODE) and City: \* (City)
- Country: \* (Polska)
- Phone: \* (+48123456789) and E-mail: \* (customer@example.com)

Phone number and e-mail address for contact regarding the shipment only. Information on the status of the order will be sent to the e-mail address specified in your account.

Please note neither TSC Auto ID nor FIXIT is responsible for damages that may occur during the shipment from to the service centre resulting from inadequate or insufficient protection of the equipment.



### Step 5

Check the option for collection or self-delivery to our service and the return shipping address you have created, or check the option for parcel shipped from DPD point, option is available for selected countries only. Click **Next**



RMA basket



Delivery



Delivery details



Summary

#### Delivery to the service center:

Dostawa we własnym zakresie

DPD

Pickup of package from selected address

##### COMPANY NAME

Contact Person  
Street No  
POST CODE city  
Polska  
☎ +48123456789  
✉ customer@example.com

Edit Remove

##### RETURN ADDRESS

Contact Person 2  
Street 2 No.  
POST CODE city  
Polska  
☎ +48 123456789  
✉ company@example.com

Edit Remove



Send your parcel from DPD point

#### Return shipment method:

DPD

Odesłanie przesyłki na wskazany adres

Delivery of return package to selected address

##### COMPANY NAME

Contact Person  
Street No  
POST CODE city  
Polska  
☎ +48123456789  
✉ customer@example.com

Edit Remove

##### RETURN ADDRESS

Contact Person 2  
Street 2 No.  
POST CODE city  
Polska  
☎ +48 123456789  
✉ company@example.com

Edit Remove



Return to DPD point. Chosen point: -



## Step 6

A summary of your delivery details will appear on your screen. Click **Send**



RMA basket



Delivery



Delivery details



Summary

Waybill brought by courier

The courier will collect your parcel on the next working day.

### Company Name

Contact Person

Street 1

38-400 Krosno

Polska

+48123456789

company@example.com

I will print out the waybill

Back

Send



### Step 7

At the bottom of this page click **Print the barcode**. Check the 'send to' and 'return shipment' addresses are correct.



RMA basket



Delivery



Delivery details



Summary

Your RMA claim has been successfully registered and is currently waiting for confirmation by the service center. The confirmation will be concluded in one business day.



RMA 1446678

RMA ID number	Customers RMA number	Producer	Product code	Product name	Serial number
1641018		TSC Auto ID	A30L-A001-0002	Alpha-30L, 203 dpi, 5 ips + MFi Bluetooth + Peeler	123456789

Print the barcode

Finish

Pack your devices securely to avoid any damages caused in transit.



For any technical queries an related to the online portal please contact our TSC Auto ID customer support team.

<b>Language</b>	<b>Customer Service Contact</b>	
<b>English</b>	<b>tscautoid@en.fixit-service.com</b>	<b>+48 13 492 61 23</b>
<b>Polish</b>	<b>tscautoid@fixit.pl</b>	<b>+48 13 492 61 07</b>

The online portal will self-generate the Delivery Address location to send your repairs. The address will be determined using the country details you registered with during the sign-up process. Please do not use any other address to send your repairs unless informed to do so.

<b>Service Center Delivery Address</b>	
Claims from these countries are handled by the department:	
<b>Bulgaria</b> <b>Croatia</b> <b>Czech Republic</b> <b>Estonia</b> <b>Hungary</b> <b>Latvia</b> <b>Lithuania</b> <b>Poland</b> <b>Romania</b> <b>Slovakia</b> <b>Slovenia</b>	<b>FIXIT SA - Oddział Krosno</b> <b>ul. Kazimierza Pużaka 37</b> <b>38-400 Krosno</b> <b>POLAND</b>

**N.B**

1. Neither TSC Auto ID nor FIXIT is responsible for damages that may occur during the shipment to the Service Centre.
2. Serial number of products must be readable, otherwise service is unable to verify warranty/contract period and repair device free of charge.
3. All services provided for devices which are not covered by warranty or contract, including the diagnosis and return shipment, will be done at the customers' expense.