



HOW TO SUBMIT AN RMA TICKET



OVERVIEW

01

Where to Begin

02

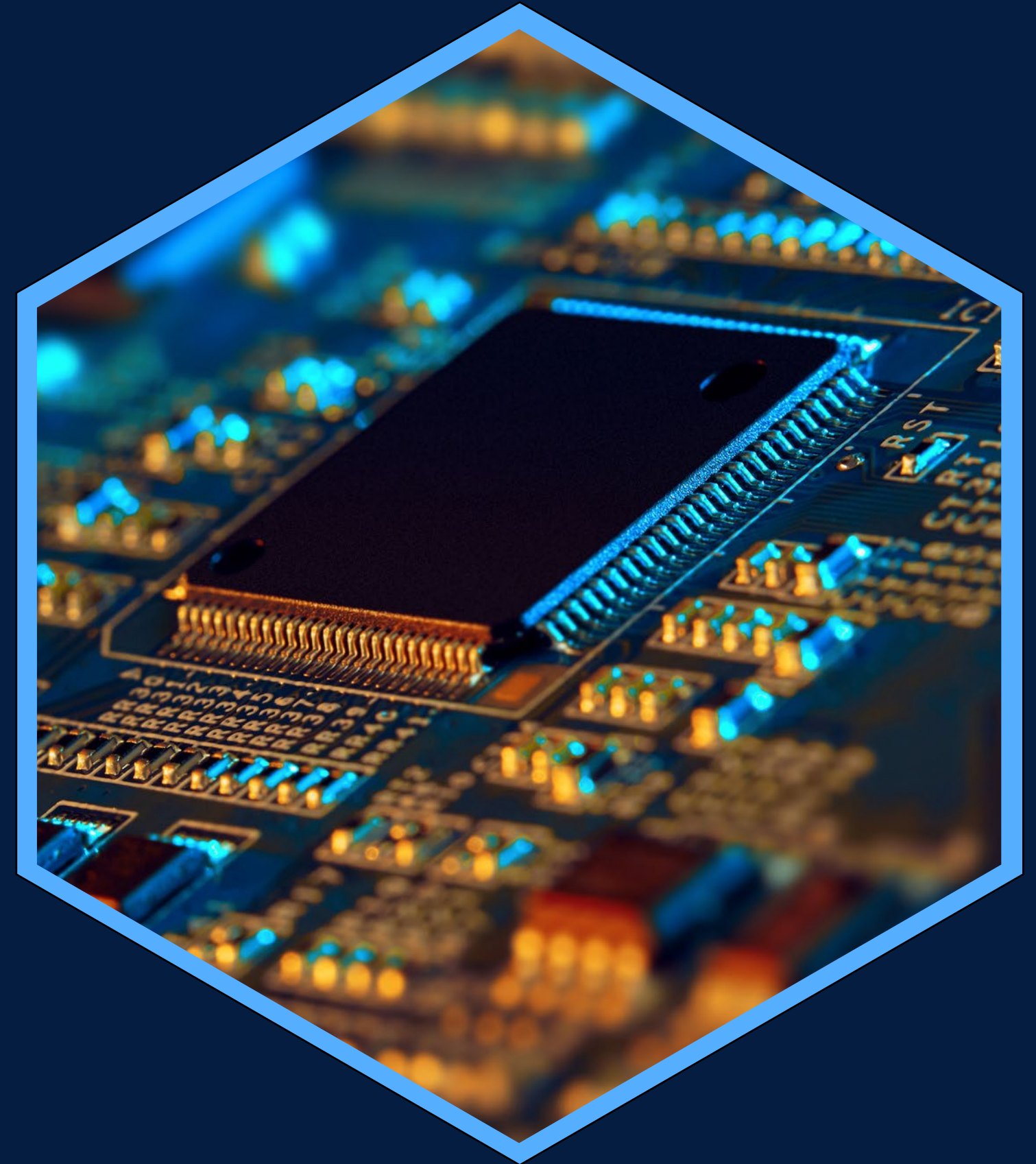
Link Location

03

Submission

04

Email Confirmations





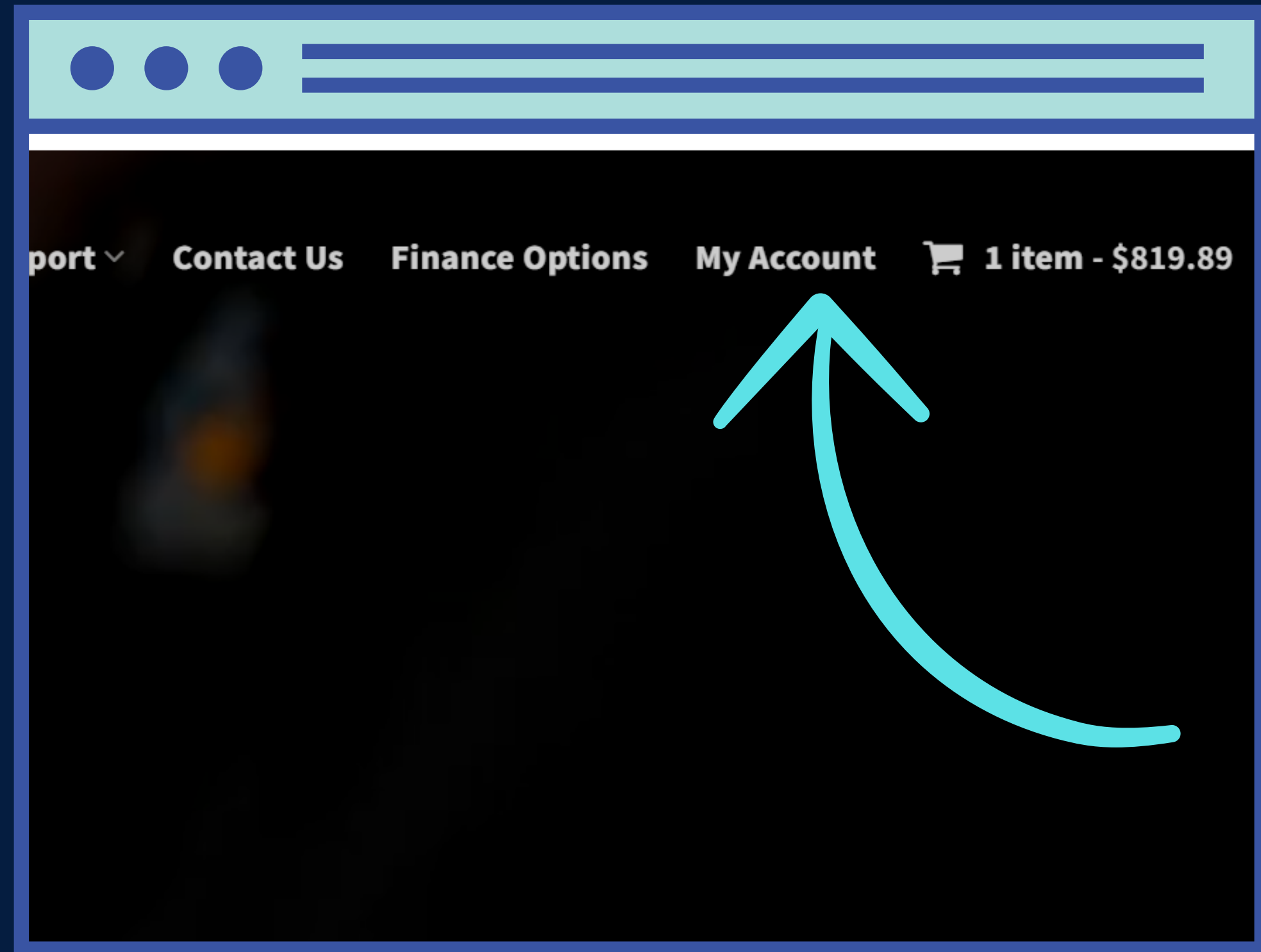
TRINWARE TERMS AND CONDITIONS

TrinWare Terms and Conditions

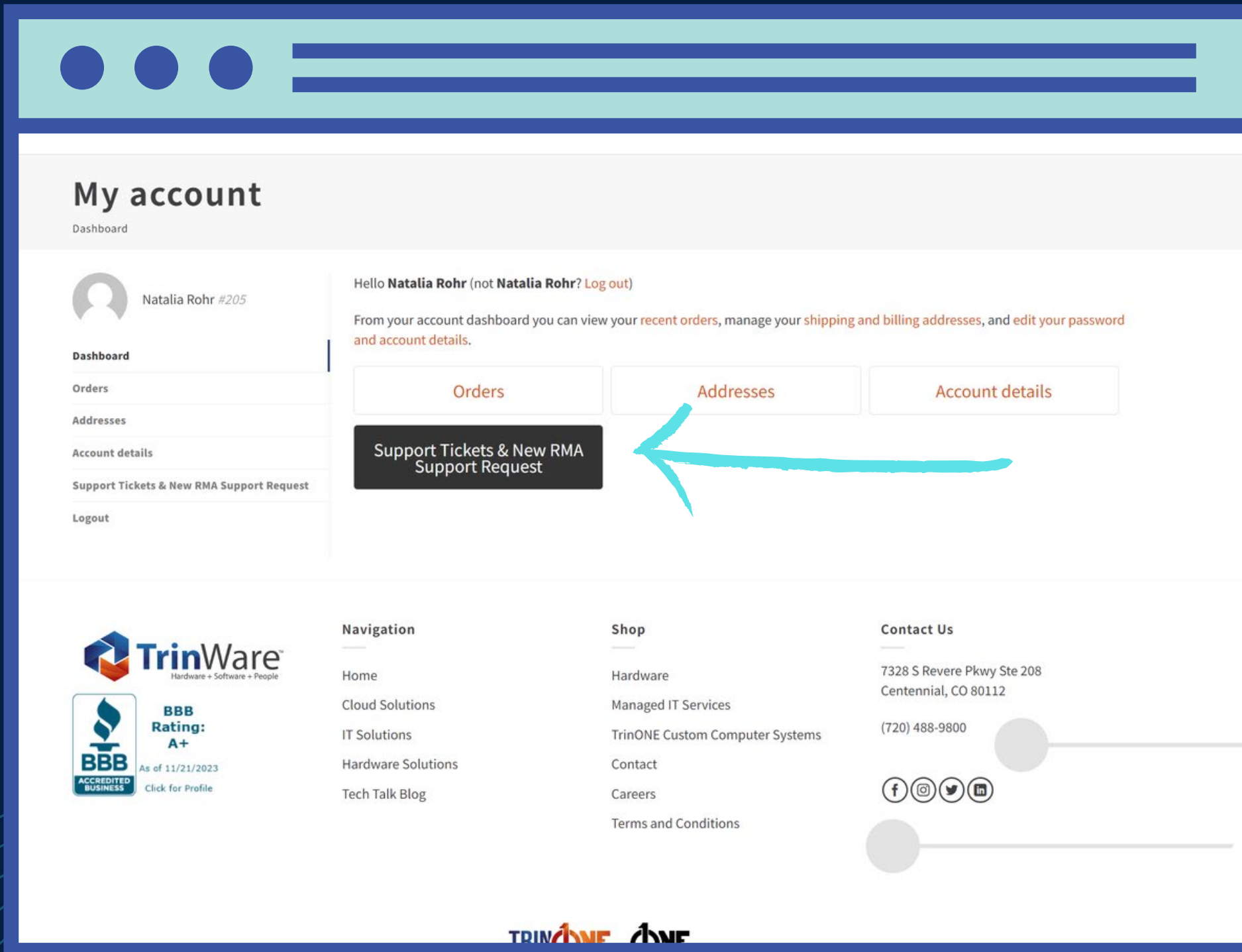
<https://shop.trinware.com/terms-and-conditions/>

In the TrinWare Shop

- In the top right hand corner, you will see "My Account"
- Click on My Account, it will prompt you to sign in if you are not already. (You cannot fill an RMA form without being signed in).
- It will direct you to your Account Page.



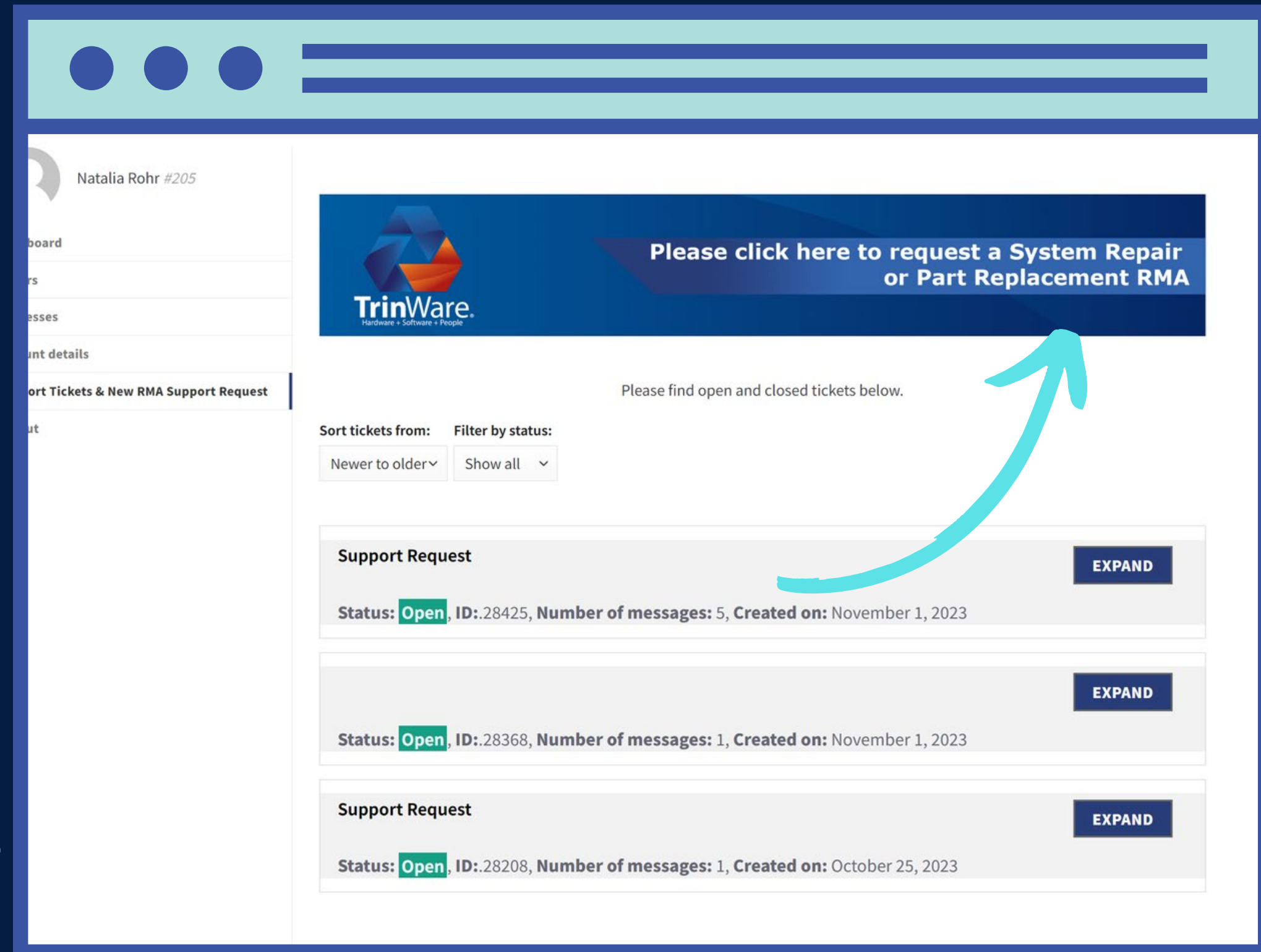
Support Tickets & New RMA Support Request



- When you get to your “My Account” page, you will be in your Dashboard.
- Click on Support Tickets & New RMA Support Request. (You can also locate this on the side panel to your left.)
- This is where you can submit and see any active tickets.

Account Tickets

- While in Support Tickets & New RMA Support Request, you can see your active tickets, and any previous or new messages associated with your ticket. This happens after your ticket has been submitted, and you've received a confirmation email.
- To begin a new RMA form, click on the blue box to be redirected to the form.



Filling out the RMA Form

- When clicked, a new window will pop up with the form on the page. Here you will enter your contact details, product details, and shipping details.
- When you have filled out all fields, click submit. You will see a small popup that your ticket has been submitted on the screen.

Please fill the form out below to submit a request for a System Repair or Part replacement RMA

System Repair and Part Replacement RMA Request

- [TrinWare Terms and Conditions](#)

Customer Name *

Customer # *

Contact Name *

Contact Phone # *

Contact Mobile Phone # (Optional)

Form Submission Email

- After you submit your form, you will get an email that contains all of the field information you've provided.
- This is an overview of your form sent to you for your records and is the first email out of two.

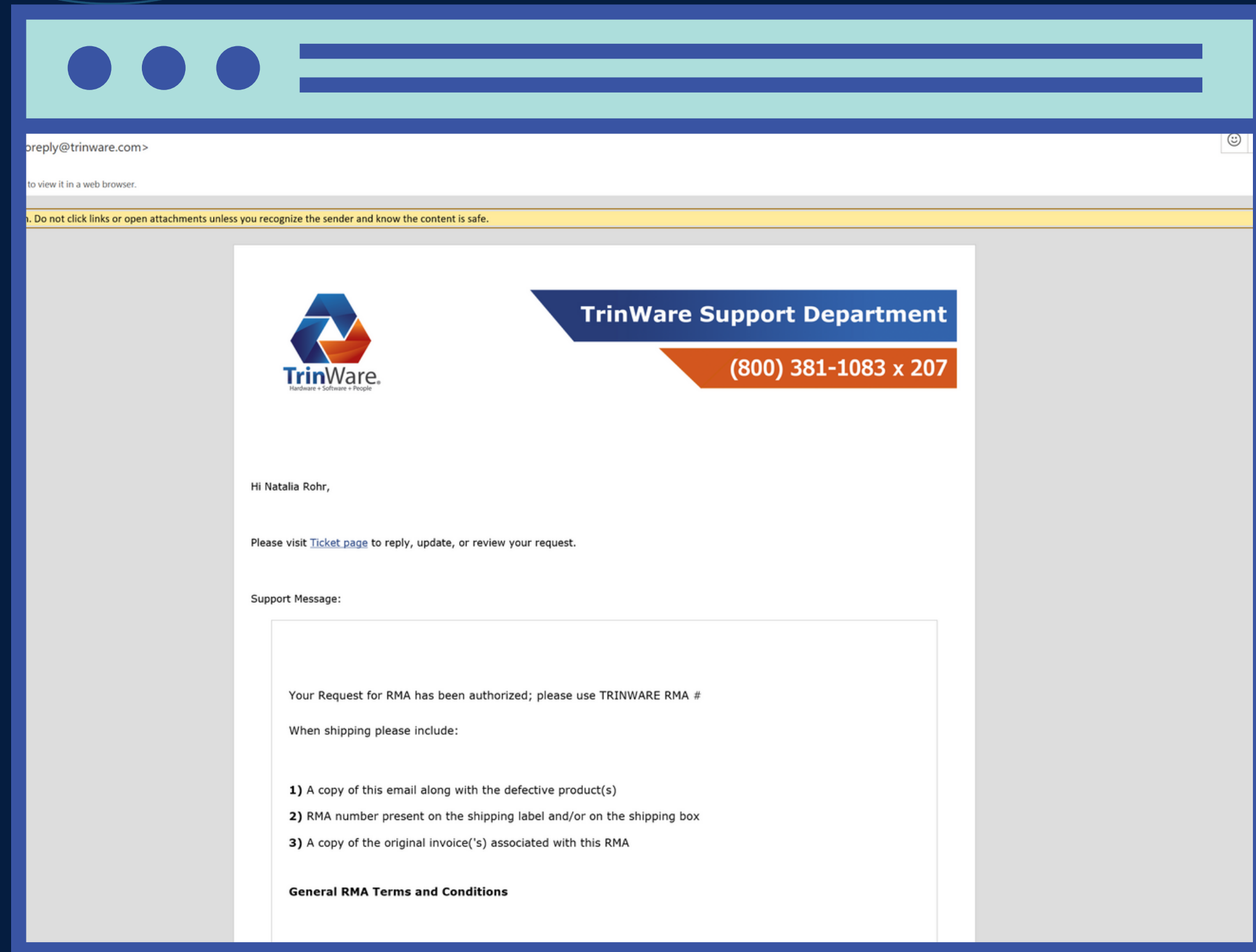
trinware.com>

Click here to view it in a web browser.

Customer Name Natalia L Rohr	Customer # 16513
Contact Name Natalia L Rohr	Contact Phone # 13035257075
Contact Mobile Phone # (Optional) +13035257075	Contact Email nrohr@trinware.com
Support Request Type System Repair Request	System Serial #, MFG ID, or Invoice # 54254245254
TrinWare System Serial # Date, Invoice Date, or In Service Date 5/11/2023	Customer Purchase Order # 45254245
System Repair Problem Description (If required for diagnosis, the TrinWare Support Team will contact you regarding user credentials) Demo	System Repair Requirements: IN ORDER TO FACILITATE REPAIRS system specific items such as drivers, software, manuals, notebook batteries, AC adapters and any other system hardware accessories are required. Failure to provide required items will cause a delay in the repair. Below, please list the items included: emo
Has ALL the data and information on this system been backed up to an external source other than this computer and/or its storage drive? Yes	Can TrinWare FORMAT the storage drive, removing all data, and re-install the operating system if diagnosis deems appropriate? es
TrinWare will NOT be responsible for any data, software, licenses or other information that is contained within the hard drives of any and all systems being repaired. I understand and release TrinWare of any and all liability and/or responsibility for data, software, licenses or other information which may be lost in the repair of computers, servers, notebooks or systems. Additionally, repairs OUTSIDE OF WARRANTY will be charged \$95 per hour with a 1 hour minimum. We will contact you for charges for more than the first hour. Please acknowledge by signing below. Please provide the First and Last name of the individual signing	System Repair Return Shipment Method Will Call Pickup

RMA Approval Email

- The second email will come within 48 hours, and this is the notification that your ticket has been viewed and added to our system. (This is when you can begin to view messages under “Support Tickets & New RMA Support Request” in “My Account”).
- This email will let you know if your RMA Request has been approved or declined.
- If your RMA is declined, there will be reasons why in the message box delivered.





TrinWare[®]
Hardware + Software + People

THANK YOU!

If you have any questions, do not hesitate to reach out
to your sales representative.