

# RMA Procedure and Equipment Return

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Koncept-L Fast Returns and Repairs



# RMA Process Map

RMA is a modern system that allows for the efficient registration of service requests and returns.



**Step 1: Logging in**  
Client Zone

**Step 2: Form**  
Device registration

**Step 3: Shipping**  
Label and package

# Your bridge to fast repair



**Log in**

(Login to panel)



**Fill out**

(Service form)



**Print**

(Logistics label)

The system will assign you an individual RMA number.  
Keep it – it is the key to tracking your package.

# Step 1: Your Access to the System

Log in to your Client Profile to begin.  
If you do not have an account, register to become a partner.

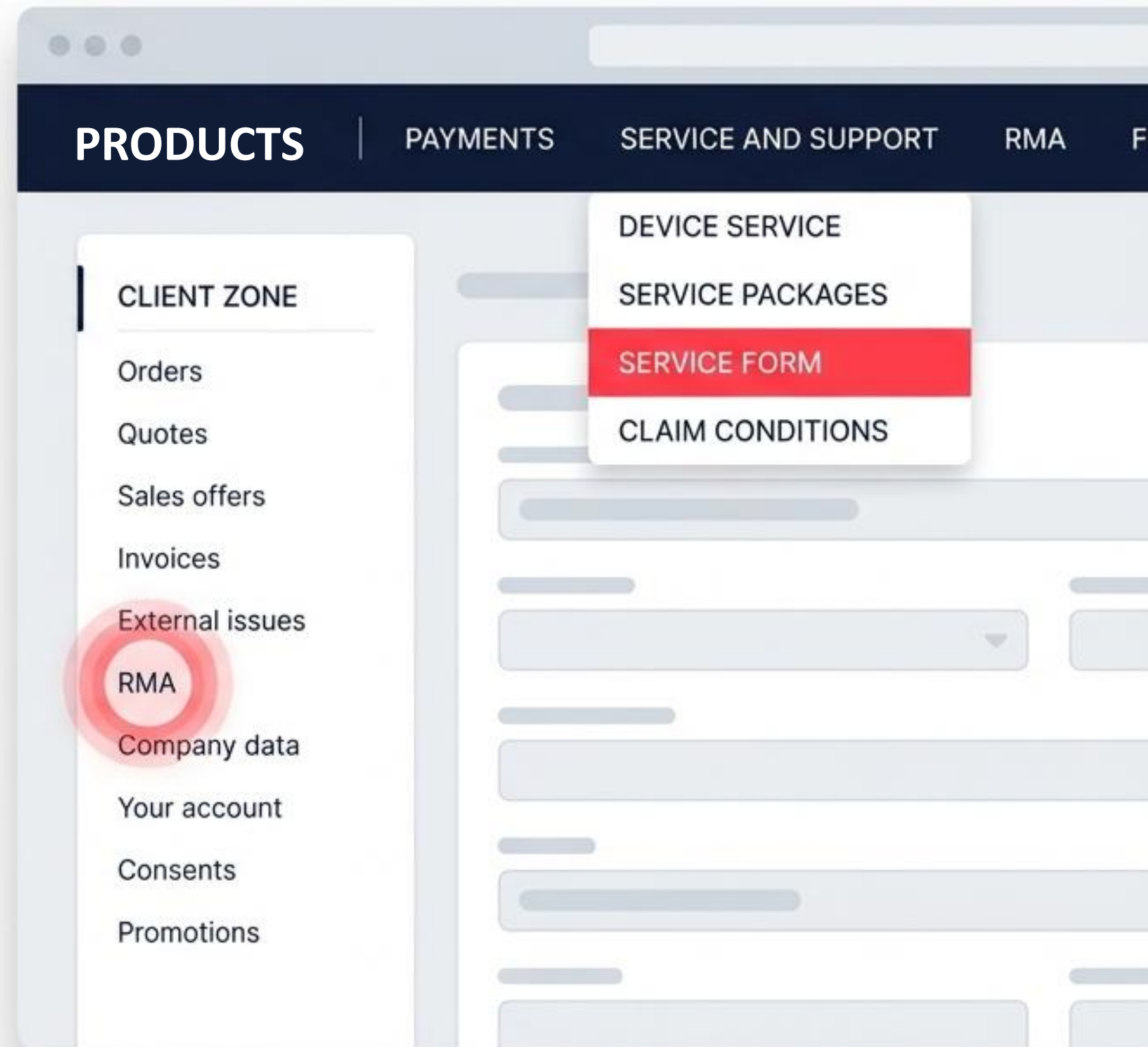
Direct link:

**[koncept-l.pl/client-profile/6](https://koncept-l.pl/client-profile/6)**

**Log in**

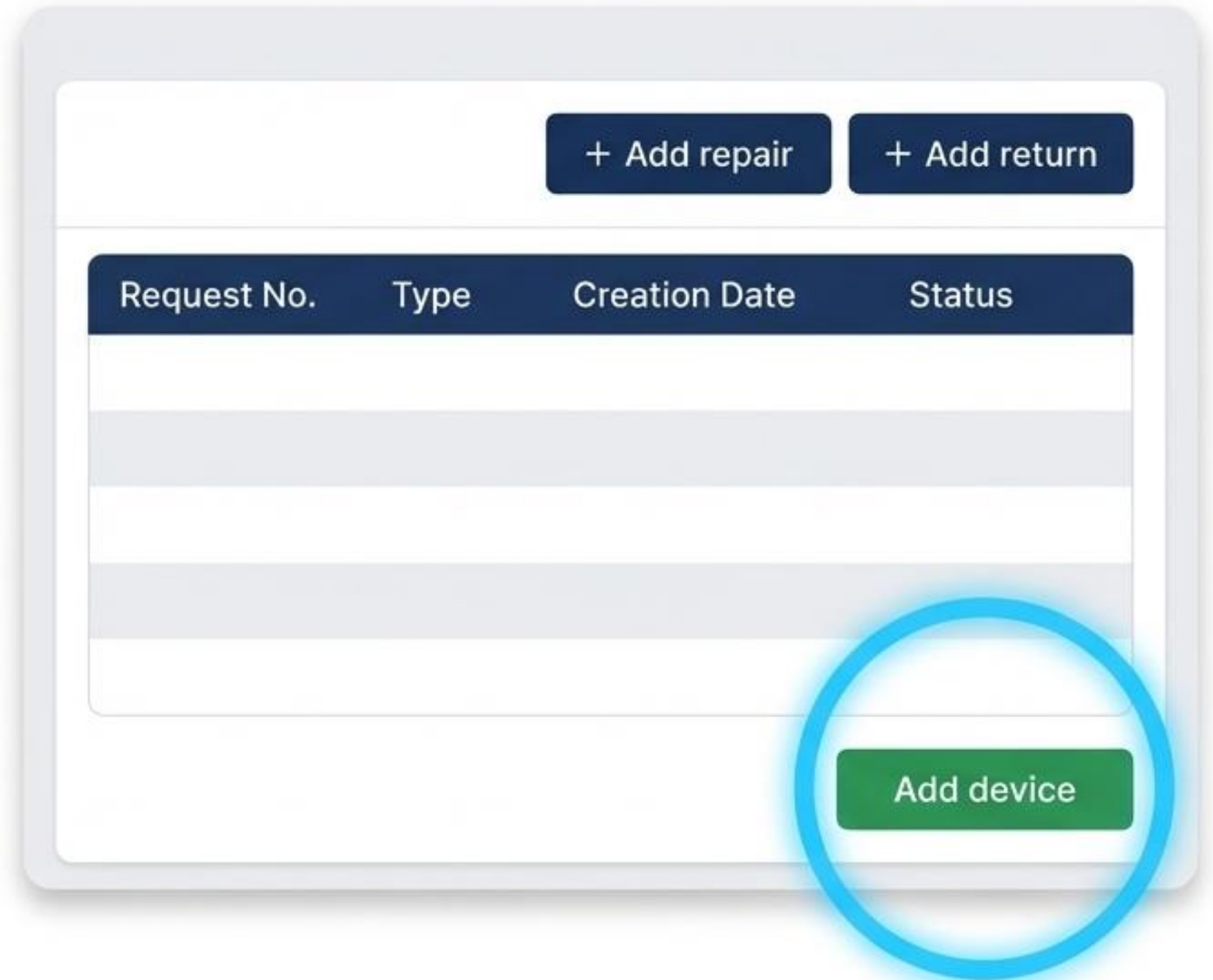
# Navigating to the RMA Panel

You will find the service form directly from the main menu or from the side panel in your Client Zone.



## Step 2: Initiating the Request

In the RMA tab, start a new process by selecting the appropriate request type: **Repair** or **Return**. Then click the button below the table to proceed.



# Proper device identification

Step 2 of 5

## What to do

Click "Add device".

Select the product name from the dropdown list.

Enter the exact serial number (S/N) located on the casing.

Specify the defect type (e.g., "damaged charging port on terminal", "scanner calibration error").

## Result

A correctly identified device appears on the list of reported products with a ready status.

## Common mistakes

Entering a part number (P/N) instead of the unique serial number (S/N). Providing a vague description of the defect (e.g., 'does not work').



S/N - Serial number location

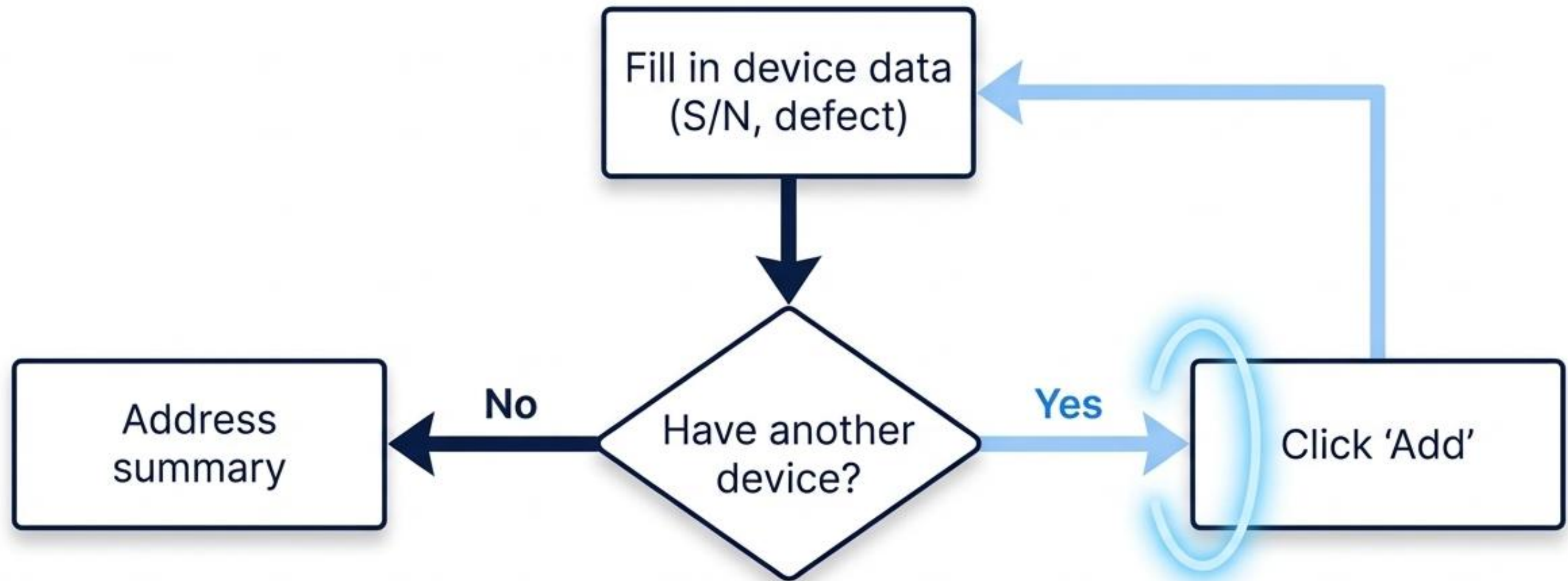
## Add product

Product name:

Provide S/N:

Defect type:

# Time Saving: One Request, Multiple Devices



**IMPORTANT!** You can include more than one service request in a single form. You do not have to start the process from the beginning for every device.



**ATTENTION:** We reserve the right to charge a diagnostic fee according to the net rates below in three cases:

- 1) No description of the defect.
- 2) No defect found (hardware is fully functional).
- 3) Cancellation of repair.

<b>Equipment Category</b>	<b>Net Value</b>	<b>Gross Value</b>
Desktop, receipt and mobile printers	135.00 PLN	166.05 PLN
Industrial printers	195.00 PLN	239.85 PLN
Card printers	265.00 PLN	325.95 PLN
Barcode scanners	125.00 PLN	153.75 PLN
Data collectors, POS terminals, tablets, access points, cameras	165.00 PLN	202.95 PLN

# Return Address and Authorization

Choose a predefined delivery address or enter a new one to which we will send back the repaired equipment. Carefully check the list of devices.

**Last chance for corrections.** After clicking "Send RMA", it will not be possible to edit the request.

- Defined delivery address
- Enter new delivery address

**Send RMA**

## Step 3: Label Generation

Request accepted! The system will automatically assign you an individual RMA number (e.g., RMA\_00007692). Keep it for identification and print the generated label.

**THANK YOU FOR  
REGISTERING THE REPAIR!  
YOUR REQUEST HAS BEEN  
ACCEPTED UNDER NUMBER  
RMA\_00007692**

 **Print label**

# Preparation and shipping of equipment

## What to do

Print the generated label with the RMA number. Stick the label with the readable barcode **ON THE OUTSIDE** of the protective packaging. Send the package to the service address indicated on the label.

## Result

The package is correctly identified in the warehouse and immediately goes to our technician's table.

## Common mistakes

Missing RMA number or placing it inside the package, which delays its identification process, and in extreme cases leads to its return.



# Full Control After Shipping

Your equipment is on its way to the Koncept-L service center. What's next?

RMA is a 100% transparent process. You can track the status of each repair in real-time by logging into your panel.

## RMA List

RMA No.	Product name	Serial number	Document status
RMA_00002725	OTHER	1234567899	Registered request
RMA_00002726	OTHER	1234567899	Registered request
RMA_00002727	OTHER	1234567899	Completed
RMA_00002728	OTHER	1234567899	Completed
RMA_00002729	OTHER	1234567899	Completed
RMA_00002730	OTHER	1234567899	Completed