DapuStor

Creating an RMA Request

01 RMA Request

- Open the homepage: https://en.dapustor.com/
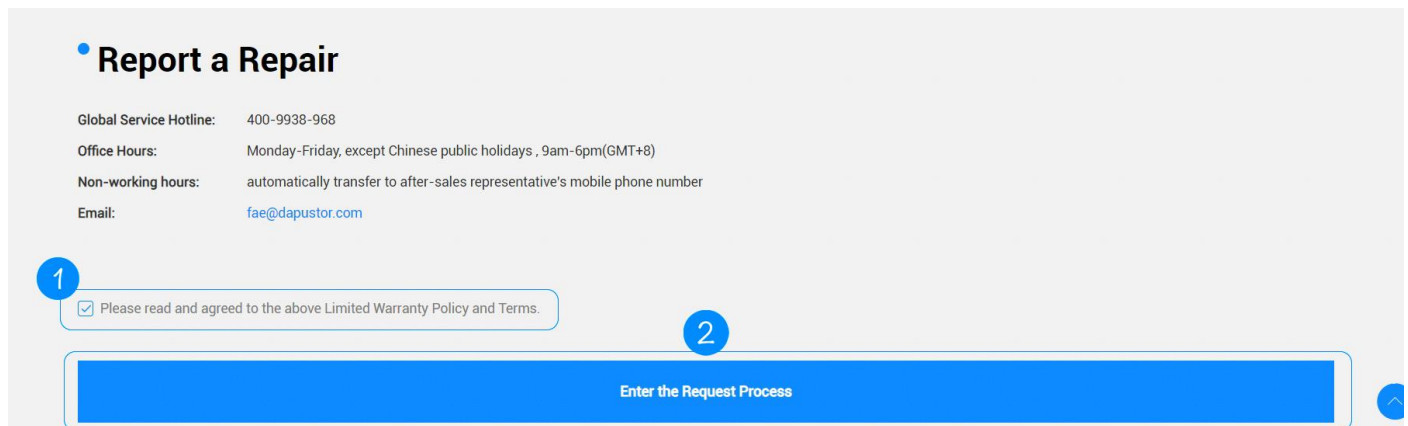
- Click on "Support" at the menu bar.

- Click on "RMA Request".
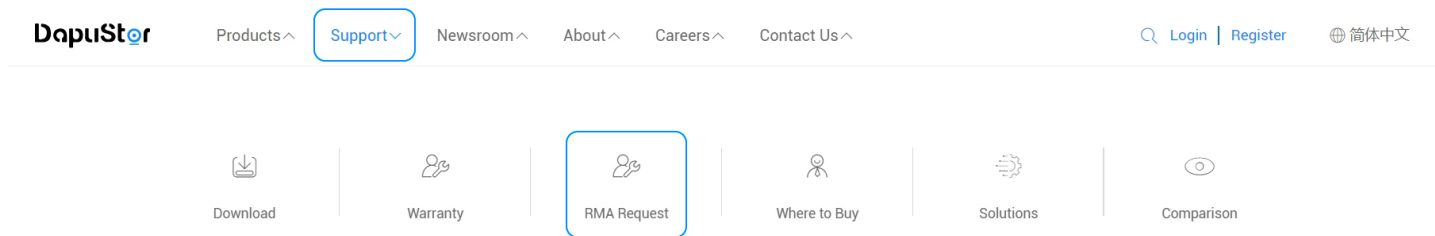
02 Access the RMA request page

- Click the checkbox" I have read and agreed to the above Limited Warranty Policy and Terms"

- Click on "Enter the Request Process" to start an RMA request.

03 Create an RMA Request

- Please read the "Important Notes".

- Please click on "Agree to enter the form filling process".

04 Fill out the RMA Form

- Please fill in "Basic Information". Once you input the initial information, the system will be automatically populated any updates details and allow for online edits in future applications.

- Please fill in the "Delivery Information".

- Please fill in the "Product Information", including S/N, log, pictures, etc.

- Fields marked with a "*" are mandatory.

- Click on "Submit RMA Request".

※ If the product is "Out of Warranty" or "Out of Warranty Damage", please contact the RMA Center for a quote.

RMA Request Form

5 Basic Information
6 Delivery Information
7 Product Information

* Graphic verification code

| Please enter the verification co | WW 6N

8

Save the draft   Submit the request

05 RMA Request Submitted Successfully

- When "Submission Successful" is displayed, it means that the RMA request has been created

  successfully.

- Upon approval, we will send the RMA number# and return address via email (Please be sure to

  leave a valid email address).