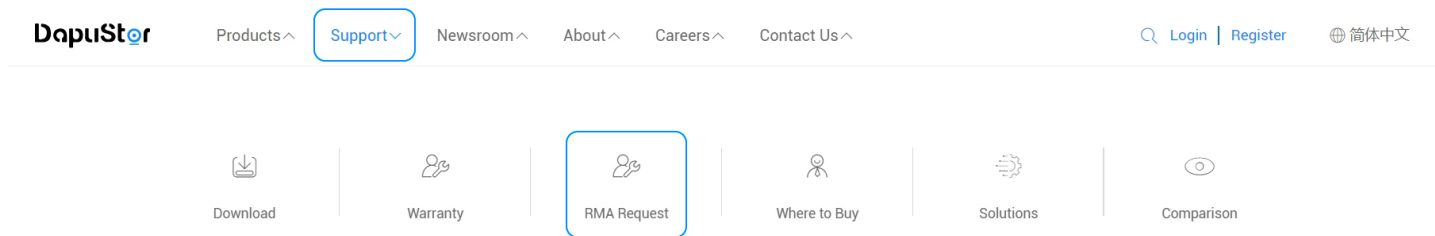


Creating an RMA Request

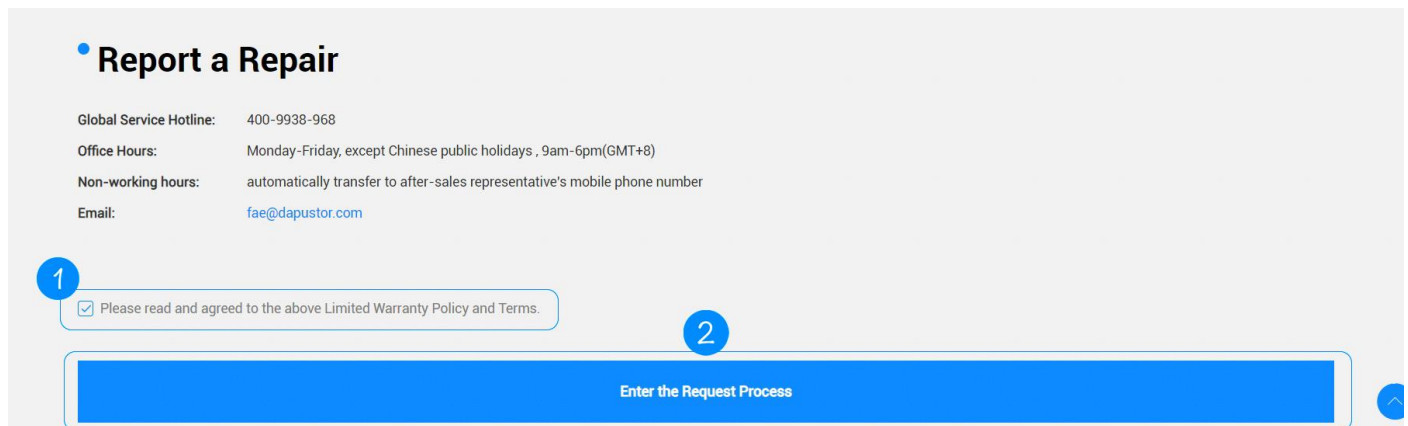
01 RMA Request

- 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".

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RMA Request Retention Request

3 Important Notes

Dear customer:
Please kindly follow the reminders below:

- Your RMA# will be sent to your mail through this system. Please check your inbox.
- Products that are returned without a RMA will be rejected.
- Your RMA# is valid for 30 days. Please return the product within 30 days. Otherwise, you will need to reapply for a new RMA#.
- Please print the "RMA Request Form" and send it back to DapuStor along with the returned product. Please check and ensure proper product protection.
- The "*" denotes a mandatory field. Please kindly fill it out completely. Thank you.

4 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.

The screenshot shows the 'RMA Request Form' interface. On the left side, there is a vertical list of steps: 5 Basic Information, 6 Delivery Information, and 7 Product Information. Below this list, there is a section for 'Graphic verification code' with a text input field containing 'Please enter the verification code' and a button with the code 'WWGN'. At the bottom of the form, there are two buttons: 'Save the draft' and 'Submit the request'. The 'Submit the request' button is highlighted with a blue border and a blue circle containing the number 8, indicating the current step.

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).

