

Steps for Checking the Status of your Request

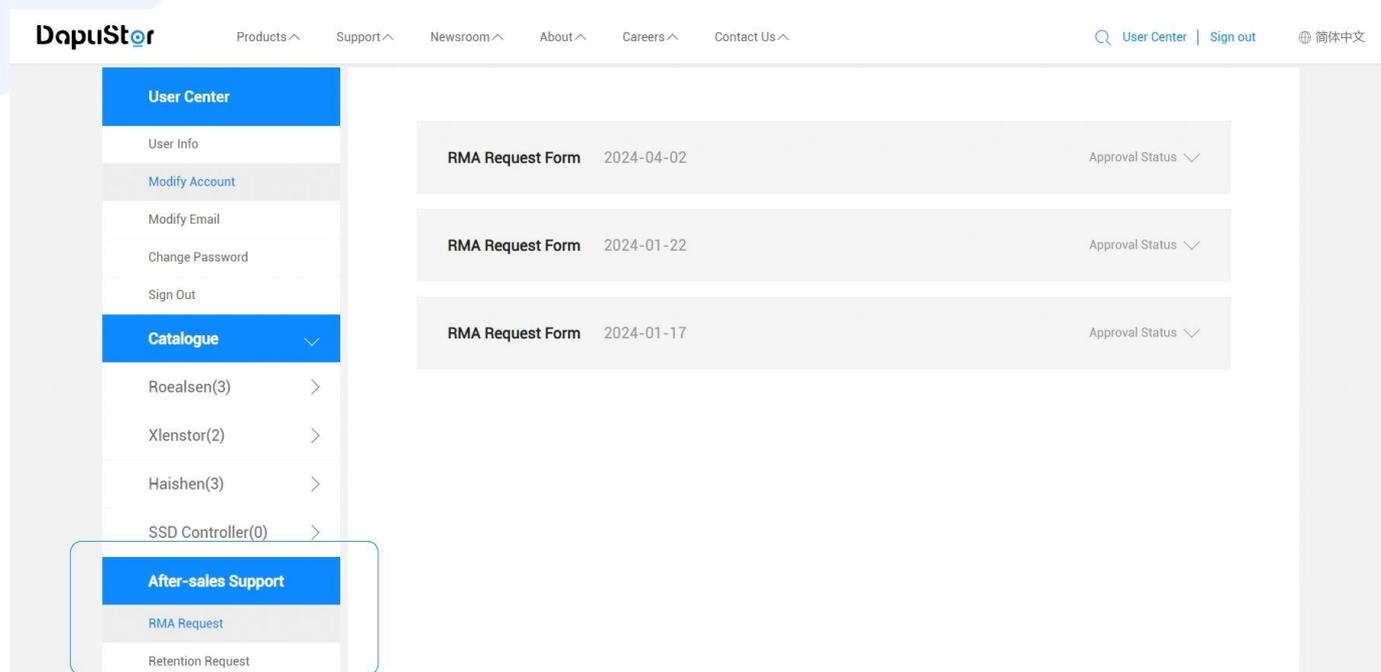
01 After Your RMA Request

- Open the homepage: <https://en.dapustor.com/>
- Click on “User Center”



02 Access to the User Center page

- Please find "After-Sales Support" and select "RMA Request" to check the status.
- Click on "Check the Status" to view your request progress.



The screenshot displays the DapuStor User Center interface. The top navigation bar includes the DapuStor logo, menu items for Products, Support, Newsroom, About, Careers, and Contact Us, a search icon, and links for User Center and Sign out. The left sidebar menu is expanded to show 'After-sales Support', which is highlighted with a blue box. Under 'After-sales Support', 'RMA Request' is selected and highlighted with a blue box. The main content area shows a list of RMA Request Forms with columns for the form name, date, and approval status.

RMA Request Form	Date	Approval Status
RMA Request Form	2024-04-02	Approval Status
RMA Request Form	2024-01-22	Approval Status
RMA Request Form	2024-01-17	Approval Status

03 Details of Your RMA Status

- For a detailed description of the RMA status, please refer to the following chart.
- ※ Please complete the form attentively as changes are not supported once the request is approved.

The screenshot displays the RMA Request Form interface. On the left is a navigation menu with sections: User Center, Catalogue, and After-sales Support. The main content area shows the RMA Request Form with fields for Customer Name, Applicant, Tel, RMA#, S/N, and Tracking No. A progress bar indicates the current status: 1. Under reviewing (checked), 2. In problem analysis, 3. Under maintenance/replacing, and 4. Completed. Below the progress bar are 'Edit' and 'Cancel' buttons. A 'Fill out the satisfaction survey form' button is also present. Three callout boxes provide instructions: 'Approval status >' points to the progress bar, 'Please assess our service. We greatly value your feedback.' points to the survey button, 'Please modify your information here.' points to the Edit button, and 'Please cancel your request here.' points to the Cancel button.