

## Americas - RMA Request Instructions

John M - 2024-02-05 - Basics

### **RMA Returns:**

In spite of the great care taken, there may be cases where you have to return goods to us. When returning goods because of complaints or for necessary repair work, please enable us to process the returns as quickly and efficiently as possible by complying with the following RMA procedure. We will not accept or process any returns which are sent back to us without an RMA number.

**\*\*\*Note:** You must have a valid Support Ticket for this issue to ensure all installation and configuration issues have been troubleshooted before filing for an RMA.

Returning goods – Requesting an RMA number

### **The RMA procedure:**

Please complete and submit the online form.

Please enter a detailed description of the problem! "Faulty" is not a problem description. If you fail to supply an exact problem description, this may lead to considerably longer processing times or we may have to abandon our efforts completely.

You will then receive a confirmation mail from us containing the RMA number and the return delivery note.

Check that the data is correct and create the required documents for sending back the goods.

Print out two copies of the return delivery note and send back one copy together with the returned goods. The second copy is for your records.

Send back the goods to the specified address.

The customer is responsible for any damage during transport caused by the use of unsuitable packaging. Please use the original packaging material wherever possible. Please understand that we cannot accept returns that are sent back to us without our previous agreement. You must therefore wait until you have received our agreement before returning the goods to us. If you have any questions, please contact our order processing department.

Request a Return Authorization number (RMA):

RMA Inquiry: <https://www.belden.com/support/rma-request>