

Registering S&B Devices to Initiate RMA





\*Please note that you must select the **correct country of residence** to be able to complete the RMA application





## Register your Devices





	Device registration	
	Enter Serial Number *	
Step 7: Complete all fields in the	Product Type *	
device registration form	Please Select ~	If you do not know your invoice date, please email your device's serial
		to request the required information
	Invoice *	
	Click here or drop a file on this area.	 If you do not have your invoice to hand, please upload a <b>photo of your device's</b> <b>serial number</b> instead
	Submit	

Please note: the service department can only assist you if you provide a device serial number

STORZ & BICKEL GMBH & CO. KG



Step 6: Next to your registered devices, click on the orange "Initiate RMA" Link

STORZ & BICKEL GMBH & CO. KG



## Complete your RMA Request

	My Account	CREATE NEW RETURN		
	My Orders	-Please Select-		
	Address Book	First name +	Last name =	
	Account information			
	My Product Reviews	Address -	Addition to address	
	Newsletter Subscriptions			
	My Returns	City -	State	
	My Devices			
		Postcode ~	Phone *	
		Email +	Confirm small -	
		1		
		Return Items Information		
		item -	Quantity To Return -	
		MIGHTY ~		
			Ramelning Quentity: 1	
		0015-01-16 (201	Place of purchase *	
		Currency -	Price *	
		Lero V		
		Seriel number -	Error description ~	
Step 8: Complete				
the DNAA Ferrer cool				
the Rivia Form and				
click on " <mark>Start</mark> RMA".	•	Start RMA		

Your RMA has now been initiated and you should get an email from the service department by the following working day





If you need further assistance, please contact <u>info@storz-bickel.com</u>