



Return Material Authorization (RMA) procedure

Have you been in contact with HMS Technical Support?

Before returning a faulty product to HMS please contact HMS Technical Support to see if they can resolve your issue. You can do that by selecting “Support” on the HMS website. If Technical Support are unable to resolve your problem and the product is within the warranty period they will suggest that you open an RMA case.

Per the note above the customer who purchased the product directly from HMS will need to complete the request. The customer will go to our RMA portal and open a new case.

Please complete the required fields and reference the technical support ticket number when creating your RMA case.

If your product was damaged during transportation or miss any parts, you can register your RMA case directly.

Returning a product to HMS

The RMA procedure described in this document is for customers who purchased directly from HMS only. If you purchased your product from one of our distributors you will need to contact the distributor and they can start the RMA process. Please provide your Technical Support Ticket number to the distributor as they will need this when creating the RMA.

If you want to make a return for commercial reasons (not quality related) or for an ordering error then please visit <https://www.anybus.com/support/credit-returns>

To be able to handle your RMA case we need all case information in English. If you don't speak English, please contact your local sales representative for assistance.

Advance replacement

If you are in urgent need of a replacement product, please mention this in the description field. You need to fill in the [Advanced Replacement Conditions](https://cdn.hms-networks.com/docs/librariesprovider6/default-document-library/advanced-replacement-conditions.pdf?sfvrsn=b11f41d7_2) (https://cdn.hms-networks.com/docs/librariesprovider6/default-document-library/advanced-replacement-conditions.pdf?sfvrsn=b11f41d7_2) document and attach it as a file in the RMA registration.

Contact HMS

In urgent situations, or if special shipping arrangements are required please contact HMS product returns department directly.

Email: returns@hms.se, Phone: +46 35 172999

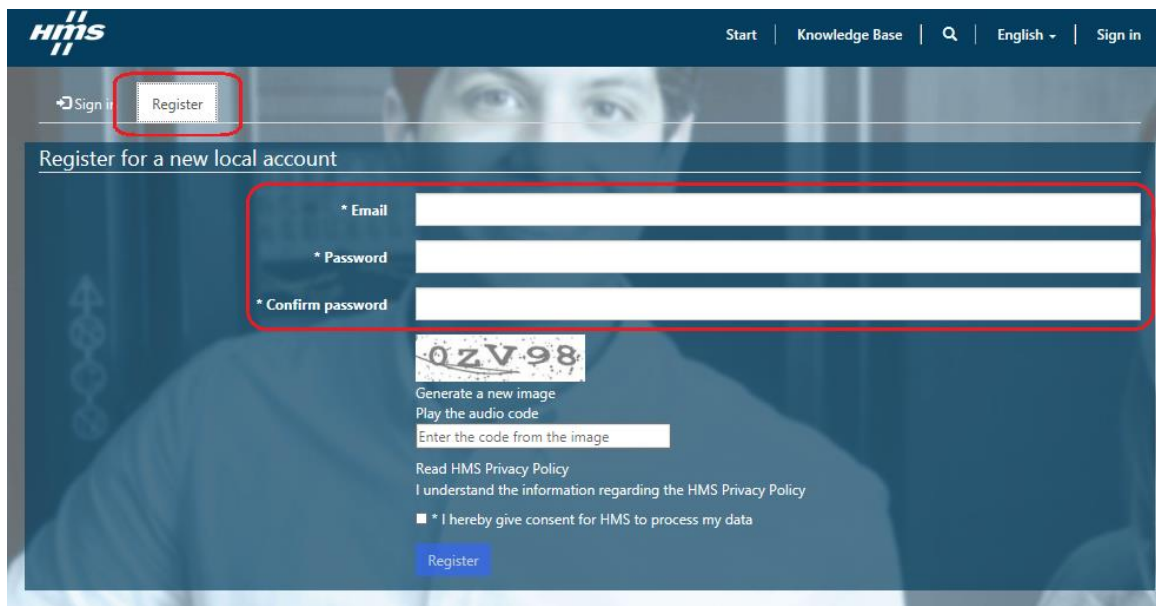
For more details regarding HMS product returns policy, warranty and costs involved, please [Click here](https://www.anybus.com/support/product-returns/product-return-policy). (<https://www.anybus.com/support/product-returns/product-return-policy>)

Register a new user

First time you use HMS portal you need to register a new user.

Select an email address and password for your account.

- Please note that passwords must be at least 8 characters and contain characters from at least three of the following four classes: uppercase, lowercase, digit, and non-alphanumeric (special).
- Please note the checkbox for “I hereby give consent for HMS to process my data”, then continue by selecting **Register**.



The screenshot shows the HMS portal registration interface. At the top, there is a navigation bar with the HMS logo, a 'Start' link, a 'Knowledge Base' link, a search icon, a language dropdown set to 'English', and a 'Sign in' link. Below the navigation bar, there is a 'Sign in' button and a 'Register' button, both highlighted with red boxes. The main content area is titled 'Register for a new local account'. It contains three input fields for '* Email', '* Password', and '* Confirm password', all highlighted with a red box. Below these fields is a CAPTCHA section with a generated image showing the code '02V98'. There are links for 'Generate a new image', 'Play the audio code', and an input field for 'Enter the code from the image'. Below the CAPTCHA, there is a link to 'Read HMS Privacy Policy' and a statement 'I understand the information regarding the HMS Privacy Policy'. A checkbox is present with the text '* I hereby give consent for HMS to process my data'. At the bottom of the form is a blue 'Register' button.

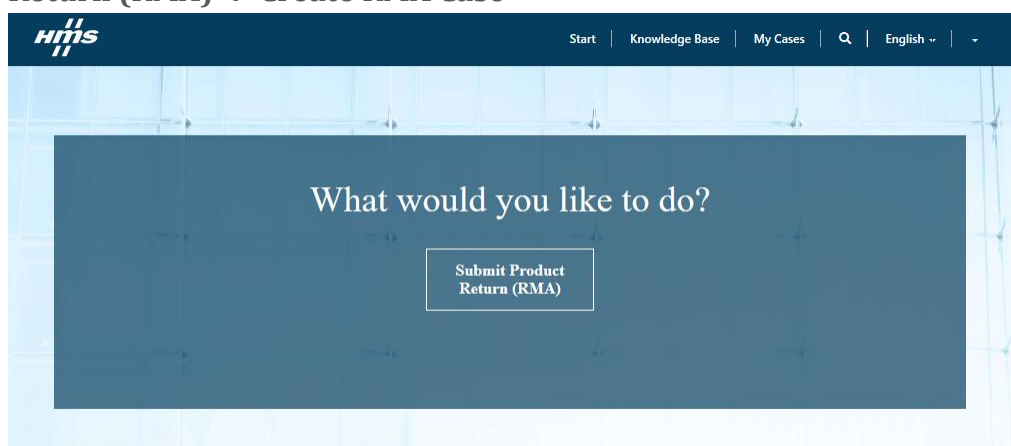
You will then receive an email, where you must confirm your account to complete your registration.



Enter your contact information and select **Save**.

Register a new case

To create a new RMA case, go to the Start-tab in the main menu and select **Submit Product Return (RMA) → Create RMA Case**





The RMA registrations contains of two steps.

Step 1 – Overview information

Fill in the case overview information, such as your internal reference number, requested service and if an Advance Replacement is required or not. Continue to next step by selecting **Continue**.

Start | Knowledge Base | My Cases | | English - | Kajsa Jansson -

Home > Create Case – RMA

Create Case – RMA

Overview

Subject *

Company Name
Test123

Claim Type
Analyze and repair

Your Reference No.
RMA 1234

Contact *
Kajsa Jansson

Product Brand *
Anybus

Advance replacement
No

If an advance replacement is required, please sign the form and attach it with your registration.

Description

General information regarding the case.

Attach a file
 No file chosen

[Continue](#) [Cancel](#)

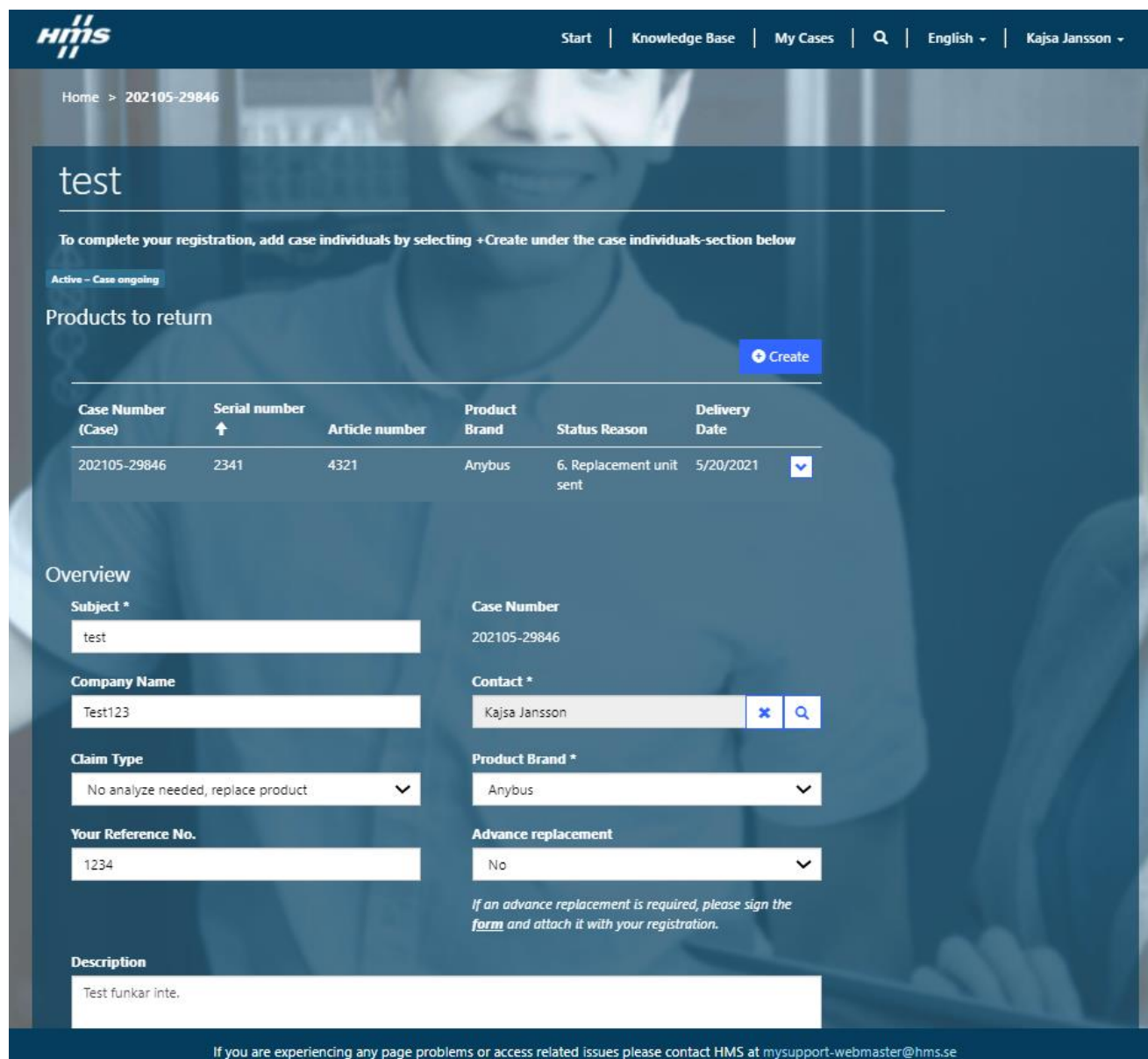
Advanced Replacement request

If you need an urgent replacement product, **please fill out the “Advanced Replacement Conditions-form” and attach it with your RMA-registration.** If you forget to do this under the first step of the case registration, you can also attach the file as a message under Timeline in step 2.

The form can be found in the registration form in the portal and under the product returns tab → RMA on our website.

Step 2 – Add Case Individuals

To add detailed information for your returned product, select +Create under the Products to return-tab.



Home > 202105-29846

test

To complete your registration, add case individuals by selecting +Create under the case individuals-section below

Active – Case ongoing

Products to return

Create

Case Number (Case)	Serial number ↑	Article number	Product Brand	Status Reason	Delivery Date
202105-29846	2341	4321	Anybus	6. Replacement unit sent	5/20/2021

Overview

Subject *

test

Company Name

Test123

Claim Type

No analyze needed, replace product

Your Reference No.

1234

Case Number

202105-29846

Contact *

Kajsa Jansson

Product Brand *

Anybus

Advance replacement

No

If an advance replacement is required, please sign the form and attach it with your registration.

Description

Test funkär inte.

If you are experiencing any page problems or access related issues please contact HMS at mysupport-webmaster@hms.se



Fill in the required information and select **Submit**. Your registration is now complete.

Create ✕

General

PRODUCT REGISTRATION

Product Brand *

Anybus

Product Group *

Embedded Products

Article Number *

Serial Number *

Case Category *

Detailed Information *


If you are experiencing any page problems or access related issues please contact HMS at mysupport-webmaster@hms.se

Approval from HMS

When your case is submitted, please wait for HMS approval before returning your product. HMS product returns department will review the information provided and send you a confirmation email when your case has been approved.

Upon approval, you will also receive a document with the return address for your product based on your geographical area. The document can be found in your “Timeline” under each RMA case in the portal. **Please print it and attach it with your shipment.**



RMA No. 201905-2833 24 May 2018 <small>Put this left part of the paper inside the box, and the right packaging slip visible on the package!</small> HMS Industrial Networks 505 Dongwai Diplomatic Office Building 100600 Beijing Contact information: Beijing CN>Returns +861085321188 cn-returns@hms.se	 <table border="1"><tr><td></td></tr><tr><td>24 May 2018</td></tr><tr><td>HMS Industrial Networks 505 Dongwai Diplomatic Office Building 100600 Beijing</td></tr><tr><td>Beijing CN>Returns +861085321188 cn-returns@hms.se</td></tr><tr><td><table border="1"><tr><td>SHIP TO</td></tr><tr><td>HMS INDUSTRIAL NETWORKS AB</td></tr><tr><td>STATIONSGATAN 37</td></tr><tr><td>30245 HALMSTAD</td></tr><tr><td>SWEDEN</td></tr></table></td></tr><tr><td>201905-2833</td></tr></table>		24 May 2018	HMS Industrial Networks 505 Dongwai Diplomatic Office Building 100600 Beijing	Beijing CN>Returns +861085321188 cn-returns@hms.se	<table border="1"><tr><td>SHIP TO</td></tr><tr><td>HMS INDUSTRIAL NETWORKS AB</td></tr><tr><td>STATIONSGATAN 37</td></tr><tr><td>30245 HALMSTAD</td></tr><tr><td>SWEDEN</td></tr></table>	SHIP TO	HMS INDUSTRIAL NETWORKS AB	STATIONSGATAN 37	30245 HALMSTAD	SWEDEN	201905-2833
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Communicate with HMS

If you wish to communicate with HMS regarding your ongoing case, you can do so in your Timeline for each case.

Open the case and go to your timeline at the bottom of the page and select **Create Comment**. When you receive a reply from HMS, you will also get an email, which you cannot respond to, saying there is a new message on your case.

It is also possible to add files to your comment.



Add Delivery Address

If you want HMS to return the repaired/replacement product to a separate address, such as an end user, you can enter the address under the Delivery Address-tab under each case.



If no address is added, default address of return is your company address.

Delivery Address

If you wish to have your repaired product returned to another address than your own, please input the address in the section below.

Company	Mobile Phone
<input type="text" value="Test123"/>	<input type="text"/>
Street Address	City Address
<input type="text" value="Stationsgatan 37"/>	<input type="text" value="Halmstad"/>
Postal Code	Reference
<input type="text" value="30004"/>	<input type="text"/>
Country	
<input type="text" value="Sweden"/> <input type="button" value="x"/> <input type="button" value="Q"/>	

Reset password

To reset your password, go to the Sign in-tab and select **Forgot your password?**