Online RMA request instruction
(For SP-partner & customer)

CS Department

2022/04/11

Online RMA request instruction

- Please login our website https://www.silicon-power.com/zz/country

- Please choose your country first, if you can't find your country on the list, please choose "Others'

Choose your country/ language

Asia/Pacific

Australia	Bangladesh	Cambodia	China	HongKong	India	Indonesia	Japan	Korea	Malaysia
English	English	English	中文 (简体)	中文 (繁體)	English	English	日本語	English	English

Online RMA request instruction

- After choosing your country, please select "**Distributor login**" under "**RMA Service**"

Online RMA request instruction

- Please download [RMA Request Form] excel file and fill in the form
- After filling in, please issue RMA request and upload RMA form from this web page.

Dear Partner

To obtain an RMA, please refer to RMA Request instruction first, then download and fill in **RMA Request Form** — **Step 1**

first. Then, please upload your RMA Request Form by submitting an RMA Request Online below. Silicon Power will

then shortly after validate your request, and you will receive further instructions by e-mail.

* This online RMA request is only for defective product return. For any non-defective product issue (like

compatibility/package issue/Refund request etc or DOA) request, please contact SP Sales contact or Customer

Service dept. first, SP has right to reject the request if the request is without confirming with us in advance.

*Indicates required field   **Step 2**

* ID No.

* E-mail

* Address

* Contact Person

* Quantity

選擇檔案   未選擇任何檔案

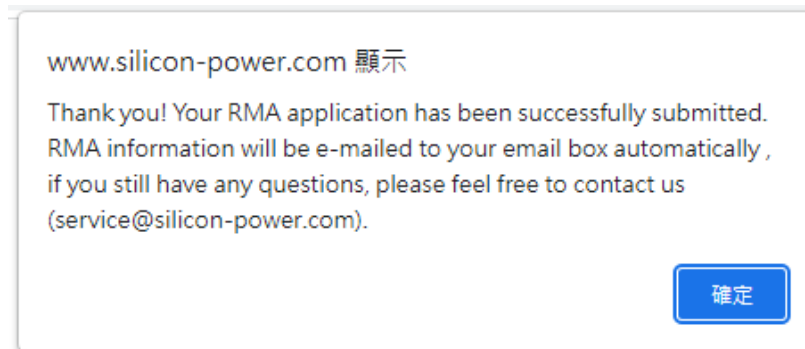* Please upload RMA Request Form (Excel 97-2003 file format only)

※ ID no. will be provided by your SP-Sales contact. If you don't have ID no., please just enter 00000 instead. Please fill in company name and contact person (Ex: ABC company-John Lee) in contact person column

※ Please note that the quantity should be total quantity of RMA goods you issue.

- The pop up will show" RMA application has been successfully submitted…etc" on the page. Also, you will get RMA information by e-mail.

www.silicon-power.com 顯示

Thank you! Your RMA application has been successfully submitted. RMA information will be e-mailed to your email box automatically , if you still have any questions, please feel free to contact us (service@silicon-power.com).

確定

- You could print this RMA information out from e-mail notice, attach it with your RMA goods, send them back to SP

RMA Request Form

RMA Request Form no.	R22040118
ID No.	00000
E-mail	service@silicon-power.com
Address	TEST
Telephone no.	
Contact Person	TEST
RMA date	2022-04-11 12:44:31
Quantity	1
Problem description	TEST
Note	{msg}

※If you couldn't print out from e-mail notice, you could also print RMA request form directly, too.

Please be sure to write down RMA no. on RMA request form.

Online RMA request instruction

- The normal RMA working day is within 10 days based on the date SP RMA team receives, the working day does not include shortage、delivery time、holidays.

- If you would like to check RMA status, here are some ways that you could track.

    1. Please go to our website and choose **RMA service** under **Support** , then drag down the web page and find **RMA status**, please enter RMA no. and you could check RMA status.

    2. Please simply provide your RMA no. by e-mailing to your Sales contact, they will also help you to check.

RMA Status

RMA Number	Name	Item	Quantity	Status
R22020088		SP008GBUF3DNPV53BU	1	Shipped

Online RMA request FAQ

Q1 How do I know SP part number of each RMA goods?
A: Please refer to our website and select [Consumer Products], you could choose product category and find part number from specification page.

Q2 If I need credit note, can I issue RMA request, too?
No, you can't. Please contact your Sales contact for further assistance.

Q3 Once I submit the request, I might have other RMA goods next day, should I re-issue RMA no.?
A: If your online RMA request is submitted then you might add items, you could simply update in RMA request form (excel file) , print the latest revised RMA request form, attach it with your RMA goods then return back to SP.
※If your RMA goods are **already sent**, then you might add items, you need to issue another RMA request.

Q4 Once I submit the request, I find that the part number or the quantity is wrong, how can I do?
A: You can't modify it if your request is submitted. However, please just modify by updating RMA request form (excel file) directly and inform your sales contact or us by e-mail , print the latest revised RMA request form, attach it with your RMA goods then return back to SP.

Q5 I forget to print out RMA information and attach with my RMA shipment, how can I do?
A: Please do e-mail to your sales contact or us. If we don't get any notice from you, our RMA team might create new RMA no. for your case, due to this part, if the case is delayed or can't be tracked, SP might not be responsible such kinds of situation whether by accident or other cause.

If there are still any questions about online RMA request, please feel free to contact us by e-mail

Thank you