

NEXTBASE

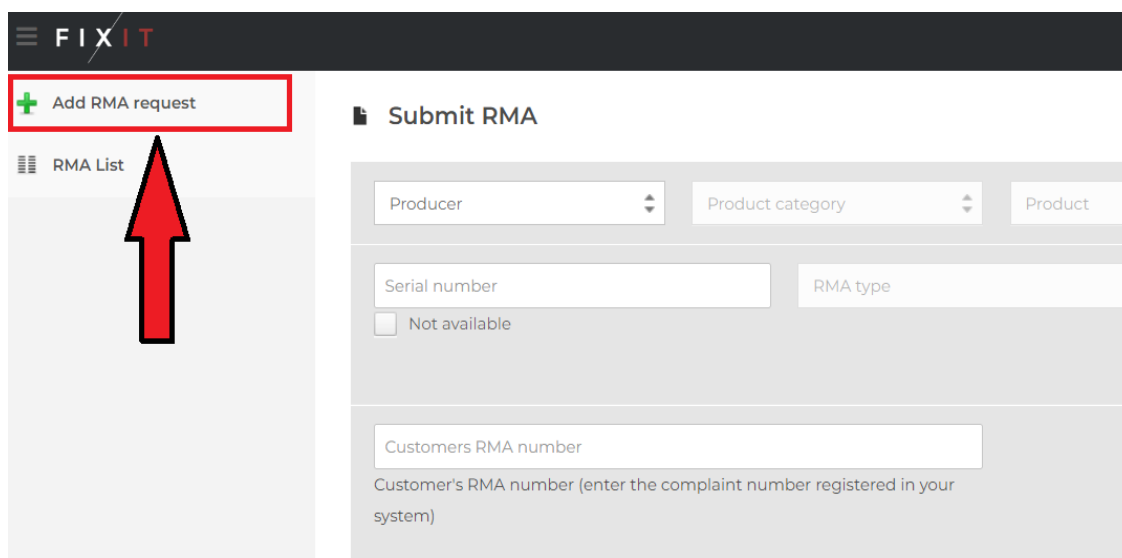
Dash Cams

PROCEDURA INREGISTRARE RMA PRODUSE NEXTBASE

După ce v-ati creat un cont pe site-ul <https://rma.fixit-service.com>

conectati-va si urmati pasii de mai jos pentru a raporta o reclamatie referitoare la produsul dumneavoastra Nextbase

1. Selectati „Add RMA request” („Adaugati o cerere RMA”) pentru a deschide un formular de reclamatie.



The screenshot shows the FIXIT website interface for submitting an RMA. On the left sidebar, the 'Add RMA request' button is highlighted with a red box and a red arrow. The main content area is titled 'Submit RMA' and contains the following form fields:

- Producer (dropdown menu)
- Product category (dropdown menu)
- Product (text input)
- Serial number (text input)
- RMA type (dropdown menu)
- Not available (checkbox)
- Customers RMA number (text input)
- Customer's RMA number (enter the complaint number registered in your system) (text input)

Completati cererea RMA conform instructiunilor de mai jos:

1. Selectati sau introduceti in ordinea corecta: Producator --> Categoria produsului --> Produs
2. Introduceti numarul de serie sau selectati "Optiunea indisponibila"
3. Selectati tipul de RMA (garantie, in afara garantiei, DOA)
4. Introduceti data achizitiei dispozitivului
5. Introduceti numarul intern de reclamatie al clientului (se aplica companiilor care au propriul registru de reclamatii)
6. Selectati tipul de defect din lista
7. Completati o descriere exacta a defectului
8. Folositi butonul "Add to RMA basket" („Aadauga in cosul RMA")

Submit RMA

1

Producer Product category Product

2

Serial number

Not available

3

RMA type

4

Enter purchase date [yyyy-mm-dd]

Providing the correct date of purchase will improve the RMA realization process

5

Customers RMA number

Customer's RMA number (enter the complaint number registered in your system)

6

Select fault type *

7

Please write a description of the fault

Please enter detailed fault description. In case of imprecise descriptions the verification of the fault can be impossible. The device is being tested only for the described fault.

Mass add

This option allows you to add another complaint of the same model

8

[Add to RMA basket →](#)

NOTA:

- Selectand „Mass”, veti putea adauga o alta reclamatie pentru acelasi model de dispozitiv.
- Daca dispozitivul este acoperit de garantie, veti avea oportunitatea de a adauga dovada achizitiei dispozitivului.

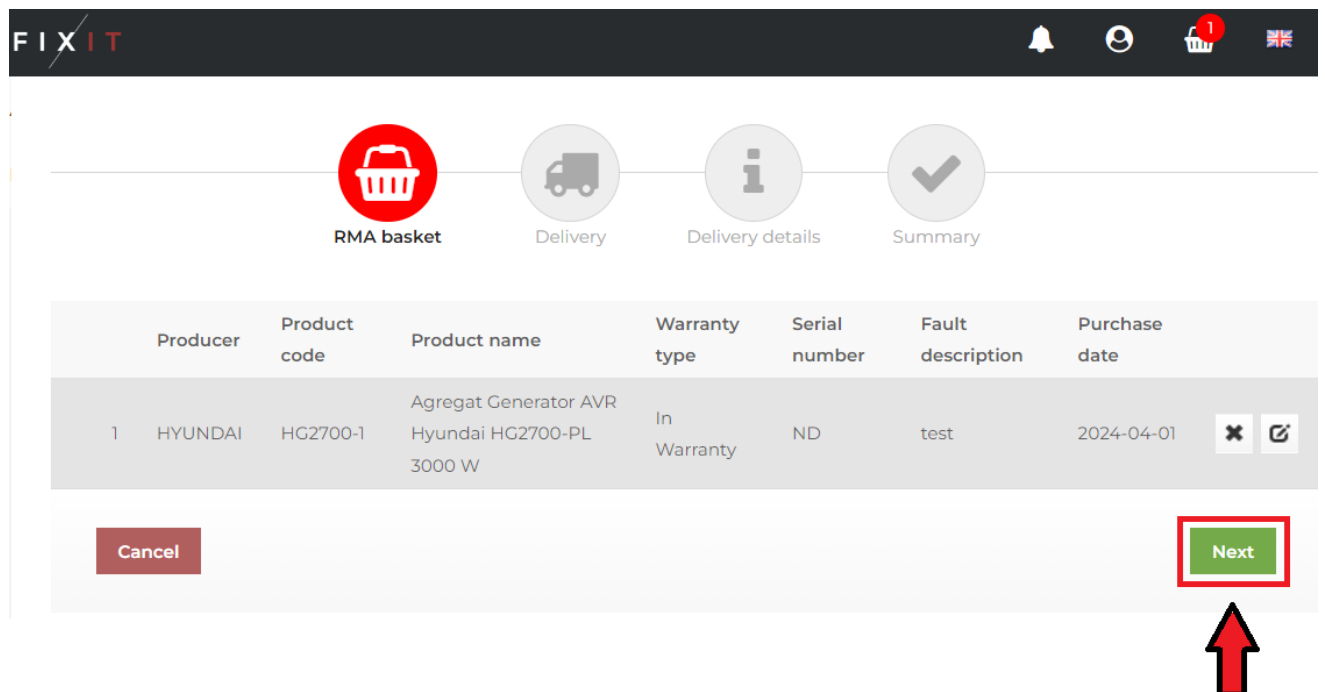
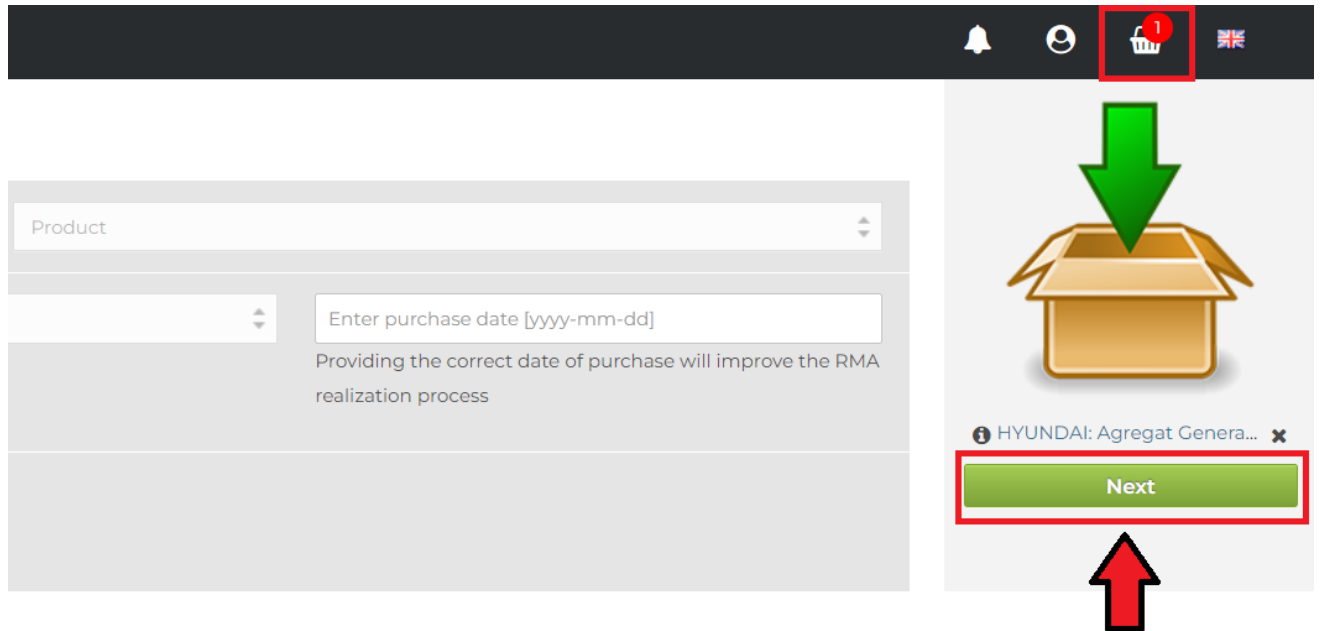
Now you can add attachments and photos directly from your device

Proof of purchase

[+ ADD](#)

2. Inregistrarea reclamatilor prezente in cosul RMA

Accesati cosul si apasati "Next"



3. Selectati tipul de expediere

Puteti selecta expedierea cu propriile mijloace sau sa solicitati un curier prin intermediul centrului nostru de service. Daca alegeti curierul, aveti posibilitatea sa folositi adresa inregistrata in contul dumneavoastra sau sa introduceti o alta adresa. Daca adresa pentru returnarea dispozitivului este diferita de adresa de expediere, aceasta poate fi, de asemenea, modificata.

Delivery to the service center:

Dostawa we własnym zakresie

DPD

Pickup of package from selected address

test ★

test

test test


test test

Polska

📞 123456789

✉ test@test.pl

Edit Remove



Send your parcel from DPD point

Adding a new address ✕

Customer name: / Company name: *

Contact person: *

Street *

Building number * Apartment number

Postal code: * City: *

Country: *

Phone: * E-mail: *

Cancel Save

Dupa ce ati indicat adresa de expediere si cea de returnare, apasati butonul 'Next'

Return shipment method:

DPD Odesianie przesyłki na wskazany adres

Delivery of return package to selected address

test ★

test

test test

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Edit Remove


+


Return to DPD point. Chosen point: -


Back Next




In pasul urmator, puteti alege daca doriti sa tipariti documentul de expediere (waybill) singur sau daca curierul ar trebui sa aiba documentul cu el. Dupa ce apasati butonul 'Send', reclamația va fi creata si veti primi un numar RMA unic.


RMA basket


Delivery


Delivery details


Summary

Waybill brought by courier

The courier will collect your parcel on the next working day.

test

test

test test

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I will print out the waybill

Back Send

