

WestconGroup®



Ecommerce - Request Return (Rma)

Ecommerce

Request Return (Rma)

Quick Order View Quotes Order Tracking **Request Return** Account Simulation Admin

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Request RMA

[View RMA Policy](#)

Search Orders

Search Criteria : All Orders By Date Range

Choose a date range to search (m/d/yyyy) :: 12/5/2013 To 3/5/2014

Selected Account : 0001005249 - Gen-i Auckland

[Search](#)

Results

Orders provided between 12/5/2013 and 3/5/2014
Sort by Order Date, Order Number or PO Number by clicking label.

Viewing Results 1-10 of 11 Results Per Page 10 << Previous | 1 | 2 | Next >>

Order No.	Purchase Order No.	Order Date	
211830	6500294261	1/13/2014	Request RMA

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Part Details



[Order Tracking](#)

Order No. : 211946
Purchase Order No. : 6500294845
Date : 1/13/2014 10:10:09 AM

Part Details

Part No.	Quantity	Quantity / Serial Number for Return
2200-15600-001	1	Serial Number Selection No Serial Number(s) Selected
2215-07155-001	1	Serial Number Selection No Serial Number(s) Selected

Click on Serial Number Selection

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Serial Number Selection

Select Serial Number for Return Request

Enter Serial Number :

[Select all Serial Numbers](#) [Deselect all Serial Numbers](#)

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Serial Numbers
<input type="checkbox"/> 22001560000101

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Part Details

Part No.	Quantity	Quantity / Serial Number for Return
2200-15600-001	1	Serial Number Selection <input type="text" value="22001560000101"/>
2215-07155-001	1	Serial Number Selection <input type="text" value="22150715500101"/>

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Purchase Order No. : 6500294845

Date : 1/13/2014 10:10:09 AM

Part Details

Part No.	Serial Numbers	Quantity	Detail Information
2200-15600-001	22001560000101	1	<p>Return Type : * <input type="text" value="Credit"/></p> <p>Return Reason : * <input type="text" value="Customer Ordering Error"/></p> <p>Product Condition : * <input type="text" value="Factory Sealed"/></p> <p>Additional Info : <input type="text"/></p>
2215-07155-001	22150715500101	1	<p>Return Type : * <input type="text"/></p> <p>Return Reason : * <input type="text"/></p> <p>Product Condition : * <input type="text"/></p> <p>Additional Info : <input type="text"/></p>

Complete the required fields, using the drop down options available

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Request Return (Rma)

What is the contact information for the return?

Account No. : * 0001005249

Company Name : * Gen-i Auckland

Contact Name : *

Telephone [Country] [Area+Number]

Email : *

Fax [Country] [Area+Number] :

Email/Special Information (Optional)

Recipient email address 1 :

Recipient email address 2 :

Recipient email address 3 :

Email Subject :

Email Message :

* * Marked fields must be completed

Back

Next

At a minimum
completed the
Required Fields
(Marked *)

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[View RMA Policy](#)

Your request is ready to be processed. Please review your request prior to submission.

General Information

RMA Creator : nalloeadie
Sales Rep : Gen-i Auckland
Account No. : 0001005249
Company Name : Gen-i Auckland

Review to ensure all the details are correct and then click on Submit Request

Contact Name : Lorraine Eadie
Contact Telephone : 65 123456789
Contact Fax :
Contact Email : lorraine.eadie@westcongroup.com

View the Rma Policy, if required

Part No.	Return Quantity	Quantity / Serial Number for Return	Return Type	Return Reason	Product Condition
2200-15600-001	1	22001560000101	Credit	Customer Ordering Error	Factory Sealed
2215-07155-001	1	22150715500101	Credit	Customer Ordering Error	Factory Sealed

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[Submit Request](#)

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Confirmation



Thank you for your RMA Request

Inquiry No. : 7704

You should receive a confirmation email along with contact information for your customer service representative shortly.

To return to your landing page, click [here](#) .

To start a new RMA Request, click [here](#) .

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Request Return (Rma)

RMA Request Acknowledgement is NOT an authorisation to return products.

Dear Lorraine

Your RMA Request has been received by Westcon Group New Zealand. Our RMA Team will review your request and contact you as to the status of your inquiry by email within 3 business days.

We encourage you to retain the information in this email for your records. If you would like to view Westcon Group New Zealand's RMA Policy online please visit:

http://model.internal.online.westcongroup.com/sites/nz_westcon/layouts/westcon/Business/rmapolicy.aspx.

If there are any questions related to this RMA request, please contact me directly.

Kind Regards

Rita Chen
Westcon Group New Zealand

**The Customer will receive
an email titled "Your RMA
request is placed
successfully with Inquiry
Number 7704"**

***** RMA Inquiry Details *****

RMA Inquiry Number : 7704
Original Purchase Order Number : 6500294845