

## Service RMA Guideline

- To log RMA request open Link: <http://servico.mantratecapp.com/>.

### Steps:

1. After open link click on RMA Request Button.
2. Kindly accept Terms and Condition.
3. RMA Form will be opened.
  - a. Please fill your all contact details, address details (make sure you will add proper address, so your device will dispatch without any hurdle.)
  - b. You need to submit the request device type wise. Click to Add button.
    - i. You will find three option.

### For an example,

#### 1) For BioTime Devices.

As per your device selection the request will be processed. IF the request is not appropriate as per device selection then we have rights to reject the request. This may get delay to serve your request. In this section you will find more device selection from the drop down selection.

#### 2) For MFS100 / Module.

As per your device selection the request will be processed. IF the request is not appropriate as per device selection then we have rights to reject the request. This may get delay to serve your request.

#### 3) For MFSTAB / TAB

As per your device selection the request will be processed. IF the request is not appropriate as per device selection then we have rights to reject the request. This may get delay to serve your request.

#### 4) Accessories

As per your device selection the request will be processed. IF the request is not appropriate as per device selection then we have rights to reject the request. This may get delay to serve your request.

After the selection you will find more device selection as per device type.

**We will process with correct device selection request only.**

- ii. Add new (add new device details upto 10)
- iii. If you have more than 10 devices then you need to download sample sheet. Kindly add details in proper given format. After add details upload sheet.
4. Your all details will be appear in one grid. You can check the details. Make sure all the required details related to device will be filled.
5. Kindly add Captcha in the given field.
6. If you are new user on Servico then one time OTP registration is required.
7. After add OTP submit the request and RMA number will be generated.
8. Auto mail also generated and send to the registered email id.
9. The requester will get the RMA form in PDF format with RMA number, address where they have to send the device.
10. The Requester is responsible for send device to the Mantra Service Center with RMA form.

**NOTE : Make Sure you will paste the FORM on top of the faulty shipment.**

- The requester will get all the update regarding RMA Number. Auto mail will be sent to the registered email id.
- We have 7 to 10 working days SLA process.
- The SLA will be start for RMA team when device will received with RMA team.