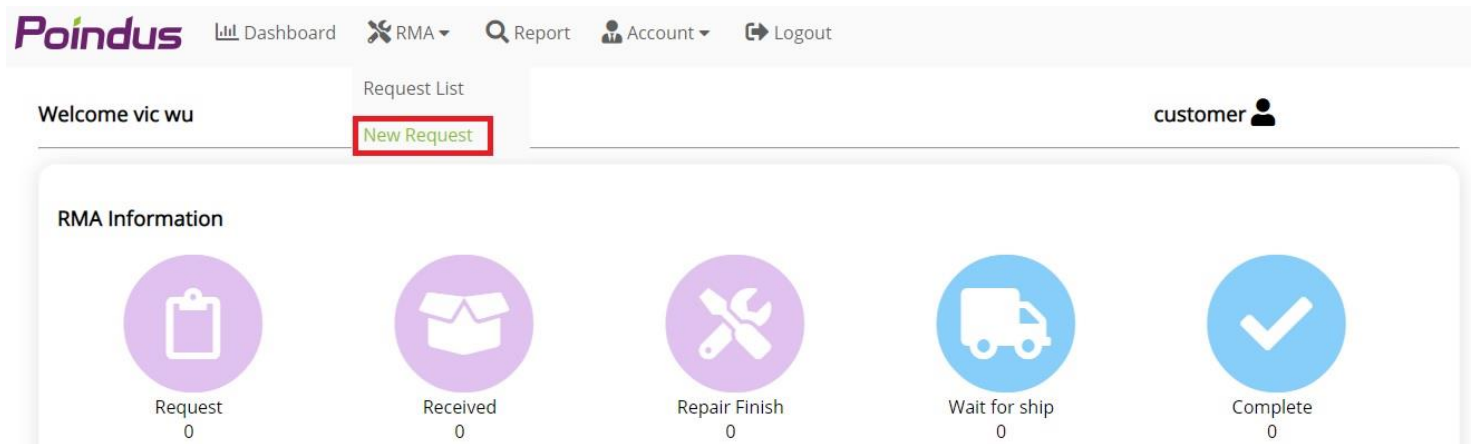


## How to request RMA-with warranty

1. Click "New Request" to submit a new case



Dashboard navigation: Dashboard, RMA, Report, Account, Logout

Welcome vic wu

Request List

**New Request**

customer

**RMA Information**

- Request 0
- Received 0
- Repair Finish 0
- Wait for ship 0
- Complete 0

2. Please fill out the model name, S/N of Model and which component you will return to Poindus.

**[Note]** One request only accepts 10 items

**[Note]** Please try to describe the problem in more details

### LIST OF RETURN PRODUCTS

Model Item	Model Component	Serial Number	Problem Description
1. <input type="text" value="va"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
2. VariPad 7"	Select Component type ...	<input type="text"/>	<input type="text"/>
3. VariPOS 210	Select Component type ...	<input type="text"/>	<input type="text"/>
4. VariPOS 240	Select Component type ...	<input type="text"/>	<input type="text"/>
5. VariPOS 250	Select Component type ...	<input type="text"/>	<input type="text"/>
6. VariPOS 251	Select Component type ...	<input type="text"/>	<input type="text"/>
7. VariPOS 270	Select Component type ...	<input type="text"/>	<input type="text"/>
8. VariPOS 300	Select Component type ...	<input type="text"/>	<input type="text"/>
9. VariPOS 310	Select Component type ...	<input type="text"/>	<input type="text"/>
10. VariPOS 311	Select Component type ...	<input type="text"/>	<input type="text"/>
11. VariPOS 715	Select Component type ...	<input type="text"/>	<input type="text"/>
12. <input type="text"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
13. <input type="text"/>	Select Component type ...	<input type="text"/>	<input type="text"/>

## The example below.

### LIST OF RETURN PRODUCTS

Model Item	Model Component	Serial Number	Problem Description
1. VariPOS 250	Boards	AB1234567890	No boot
2. VariPOS 210	Touch Panel	123456789012	Touch fail

support.poindus.com 顯示

Do you want submit this request?

Welcome vic wu


Apply successfully, Please wait evaluate.

customer 

Please complete the form below to submit your RMA request.

Email *	Company Name *	Contact Person *
vicwu5253@gmail.com	Poindus	vic wu
Phone	Ext. number	
88677214688		
Return address after service is rendered		
Address Line (1) *	Address Line (2)	Town / City *
5F, No. 59, Ln. 77, Xing-Ai Rd		Taipei
State / Province *	Postal/Zip Code *	Country *
Neihu	11494	Taiwan

### 3. RMA system will send you the RMA# via e-mail and your request will be approved by Poindus engineer

 **Poindus RMA** <webmailer@poindus.com> 下午4:10 (0 分鐘前) ☆ ↶ ⋮  
寄給我 ▾

This is an auto-generated message. Please DO NOT reply.

# Poindus

## RMA request in process

Hello vic wu

You have submitted an RMA request at 2020/07/31 16:10 Asia/Taipei. The request number is as follows..

**20PR310001**

A confirmation letter will be emailed to you upon internal evaluation completed.

You can go to [www.poindus.com](http://www.poindus.com) for more Poindus product information and assistance while you are awaiting the final confirmation. Thank you.

## How to request RMA-Out of warranty

1. Click "New Request" to submit a new case

The screenshot shows the Poindus dashboard interface. At the top, there is a navigation bar with the Poindus logo, a 'Dashboard' link, an 'RMA' dropdown menu, a 'Report' search icon, an 'Account' dropdown menu, and a 'Logout' button. Below the navigation bar, a 'Request List' tab is active, and a 'New Request' button is highlighted with a red rectangular box. To the right of the 'New Request' button, the user's name 'customer' and a profile icon are visible. Below the navigation bar, there is a section titled 'RMA Information' containing five circular icons with corresponding labels and counts: 'Request' (0), 'Received' (0), 'Repair Finish' (0), 'Wait for ship' (0), and 'Complete' (0).

2. Please fill out the model name, S/N of Model and which component you will return to Poindus.

**[Note]** One request only accept 10 items.

**[Note]** Please try to describe the problem in more details

LIST OF RETURN PRODUCTS

Model Item	Model Component	Serial Number	Problem Description
1. <input type="text" value="va"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
2. <input type="text" value="VariPad 7"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
3. <input type="text" value="VariPOS 210"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
4. <input type="text" value="VariPOS 240"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
5. <input type="text" value="VariPOS 250"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
6. <input type="text" value="VariPOS 251"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
7. <input type="text" value="VariPOS 270"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
8. <input type="text" value="VariPOS 300"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
9. <input type="text" value="VariPOS 310"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
10. <input type="text" value="VariPOS 311"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
11. <input type="text" value="VariPOS 715"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
12. <input type="text"/>	Select Component type ...	<input type="text"/>	<input type="text"/>
13. <input type="text"/>	Select Component type ...	<input type="text"/>	<input type="text"/>

## The example below

### LIST OF RETURN PRODUCTS

Model Item	Model Component	Serial Number	Problem Description
1. VariPOS 250	Boards	AB1234567890	No boot
2. VariPOS 210	Touch Panel	123456789012	Touch fail

support.poindus.com 顯示

Do you want submit this request?

Welcome vic wu

Apply successfully, Please wait evaluate.

customer 

Please complete the form below to submit your RMA request.

Email *	Company Name *	Contact Person *
<input type="text" value="vicwu5253@gmail.com"/>	<input type="text" value="Poindus"/>	<input type="text" value="vic wu"/>
Phone	Ext. number	
<input type="text" value="88677214688"/>	<input type="text"/>	
Return address after service is rendered		
Address Line (1) *	Address Line (2)	Town / City *
<input type="text" value="5F, No. 59, Ln. 77, Xing-Ai Rd"/>	<input type="text"/>	<input type="text" value="Taipei"/>
State / Province *	Postal/Zip Code *	Country *
<input type="text" value="Neihu"/>	<input type="text" value="11494"/>	<input type="text" value="Taiwan"/>

- 3. RMA system will send you an email if your request list has the item which is out of warranty
- 4. Please log in the system to confirm if you will return the item which is out of warranty

This is an auto-generated message. Please DO NOT reply.



### Out of warranty confirmation

Hello vic wu

Some of RMA return goods are out of warranty.

Please log on the system to double confirm that will be returned or not.

**20PR310001**

The out of warranty will charge you the necessary material fee, labor fee and transportation fee.

Any problem about the warranty period please contact [service@poindus.com](mailto:service@poindus.com) and provide the invoice.

The example below is the request out of warranty which is waiting for confirmation status

VIEW	REQUEST NO	APPLY DATE	CUSTOMER ID	CUSTOMER NAME	CONTACT PERSON	COUNTRY	ENGINEER	STATUS	ACTION
	20PR310001	2020-07-31		Poindus	vic wu	TW	Eric Chang	Waiting for Confirmation	

- 5. If I agree to charge for out of warranty, please select "YES" and click "Confirm" to update request list.

#### LIST OF RETURN PRODUCTS

Model Name VariPOS 250	Component Boards	Serial Number AB1234567890	Problem Description No boot
Warranty Evaluate <input type="text" value="IN"/>	Do you agree to the charge? <input type="text"/>	Agree Date <input type="text" value="年 / 月 / 日"/>	
Model Name VariPOS 210	Component Touch Panel	Serial Number 123456789012	Problem Description Touch fail
Warranty Evaluate <input type="text" value="OUT"/>	Do you agree to the charge? <input type="text" value="Yes"/>	Agree Date <input type="text" value="2020/07/31"/>	

support.poindus.com 顯示

Status modify successfully

確定

## 6. RMA system will send you the other email to remind you the item which is out of warranty.

This is an auto-generated message. Please DO NOT reply.



### Warranty confirmation

Hello vic wu

Thanks your confirmation.

The shipping address is at the top of the RMA request list please double check before you ship it out.

Please also write down the RMA# on the carton to speed up the RMA process.

Once we received the shipment we will update the status on your request.

The quotation for out of warranty item will provide to you once we finish the investigation.

Please sign back the quotation to let us complete the RMA repair as soon as possible.

Thanks for your cooperation.

**[Note]** Before you send back the RMA items, please double-check the shipping address at top of RMA request list

Poindus [Dashboard](#) [RMA](#) [Report](#) [Account](#) [Logout](#)

Welcome vic wu customer

**REQUEST PROFILE**

Request No. 20PR310001	Request Date 2020/07/31	Email vicwu5253@gmail.com	Contact Person * vic wu	Company Name * Poindus
Phone 88677214688	Ext. number			
Address Line (1) * 5F, No. 59, Ln. 77, Xing-Ai Rd		Address Line (2)		
Town / City * Taipei	State / Province * Neihu	Postal/Zip Code * 11494	Country * Taiwan	<a href="#">Profile Update</a>
Status <b>Approved</b>	Appoint Engineer * Eric Chang	Evaluate Date 2020/08/04	Receive Date 年 /月 /日	Repair Finish Date 年 /月 /日
Shipping Date 年 /月 /日	Tracking No.			

Shipping Address 5F., No. 59, Ln. 77, Xing'ai Rd., Neihu Dist., Taipei City 114, Taiwan (R.O.C.)

**LIST OF RETURN PRODUCTS**

Model Name	Component	Serial Number	Problem Description
VariPOS 250	Boards	AB1234567890	No boot