

ADJ RMA Online Portal

RMA's (Return Merchandise Authorization) can be requested through the ADJ RMA Online Portal in the B2B area of www.adj.eu (www.americandj.eu/en/customer/account)

You can login with your main B2B account and start using the RMA Request. You can also make new RMA user account(s) who only have access to the RMA area of ADJ and not the ADJ Webshop.

My Account

- Account Dashboard
- Account Information
- Address Book
- RMA Request**
- Newsletter Subscriptions
- B2B Tools

Order By SKU

SKU

Quantity

My Dashboard

B2B

Customer Hello,
From your My Account Das account information. Select

B2B News

Account Information

Account Details

1. The Status Overview shows all the RMAs requested through the online portal (waiting for approval, approved, rejected, received, in process and completed)

My RMA Requests							Search by <input type="text" value="RMA ID"/>		<input type="text" value="Search here ..."/>	<input type="button" value="Search"/>
Nr.:	RMA ID	Status	Product	Description	Your Repair Reference	Date				
No RMA requests available.										

2. Manage RMA users (Add, Remove or Edit) who can create new RMA Requests and see the RMA Status Overview on www.adj.eu
These RMA user accounts have no access to the ADJ Webshop or prices.

RMA Portal - Manage Users

Add new user

Name *

Email *

Password *

Manage RMA users

RMA Portal - Manage Users

Name	Email	
	@americandj.eu	(edit) (delete)

3. Request an RMA without sending a mail to service@adjgroup.eu.
Add a product ID or Product Description by typing or scrolling through a pull down menu, enter the return reason, enter the date of sales/purchase, upload invoice or pictures and add Your Reference.

RMA Request

Product

Product ID *

Product Name *

Serial Number *

or no serial number available

Enter a detailed failure description *

Date of sale *

Upload Invoice (pdf or jpg) or send with product
 No file chosen

Your Repair Reference

4. Add a contact person that will receive all updates about the RMA by email (RMA, Service Order, Repair Price quotation). The final invoice will be send to your accounting email address.

Contact Person

Select Contact Person

[or add a new contact person](#)

Title

First name *

Last name *

E-Mail *

Phone Number

5. Select your Return option or request a collection

Return options (collections costs will be invoiced in case of none warranty):

- I will deliver the product to ADJ
- I will add it to the next return shipment
- Please collect the product from my default shipping address:

ADJ
Junostraat 2
6468 EW Kerkrade
NL

6. Select your Delivery options (after repair): Pickup, Send back to the collection Address or add a different return address (extra costs will be invoiced)

Delivery options after repair (shipping costs will be invoiced in case of none warranty):

- I will pick up at ADJ in Kerkrade NL
- Send back to collection address
- Please send to different address (extra costs will be invoiced):

Company Name

Street

Additional Street

Zip code

City

Country

Contact Person Name

Phone Number

E-Mail

7. Set the limit (in euro €) for the Out of warranty repairs costs.

Out of warranty repairs:

- Limit repair costs in case it is no warranty: (min € 50,-)

(We will contact you in case an estimation of the repair cost will be higher than this limit. When rejecting the quotation € 30,- administration/research costs will be invoiced, if you require the product back. Collection and/or Return shipping costs will be charged additionally.)