



Belkin: 080-6791-2120
 (Monday – Friday / 10 AM to 10 PM)

***CJ has shared the RCC service center list**

- Step1: Customer calls Toll free number and speaks to Customer service support (CS) Team
- Step2: CS creates a profile for customer
- Step3: Check the Warranty of the product
- Step4: Isolate the issue with the unit
- Step5: CS requests for unit screen shot along with scan copy of invoice
- Step6: Check with TL to approve RMA
- Step7: In case the unit is obsolete / End of Life (EOL) CS team will offer customer to visit nearest RCC branch for similar value products else Credit.
 If customer is interested for other Belkin product of similar value e.g. for C400 combo, he may opt for iPhone charging cable (if he is using iPhone) etc.... else we can close as Credit (as user is not interested for other Belkin product)
- Step8: If the unit is within warranty, CS shares the RMA email and replacement center's address
- Step9: Replacement is based on the stock availability at service center (7-10 business days)
- Step10: Inform customer about RCC Working Schedule: 11:00AM to 5:30PM. From Monday to Friday
- Step11: Customer visits nearest RCC (Rashi Care Center) service center along with copy of RMA authorization letter
- Step12: Customer submits the defective unit
- Step13: Customer gets acknowledgement receipt from RCC
- Step14: Credit will take place if RCC does not have new unit or can't arrange the same.
- Step15: Customer receives the new unit with in 7-10 business days subjected to product availability