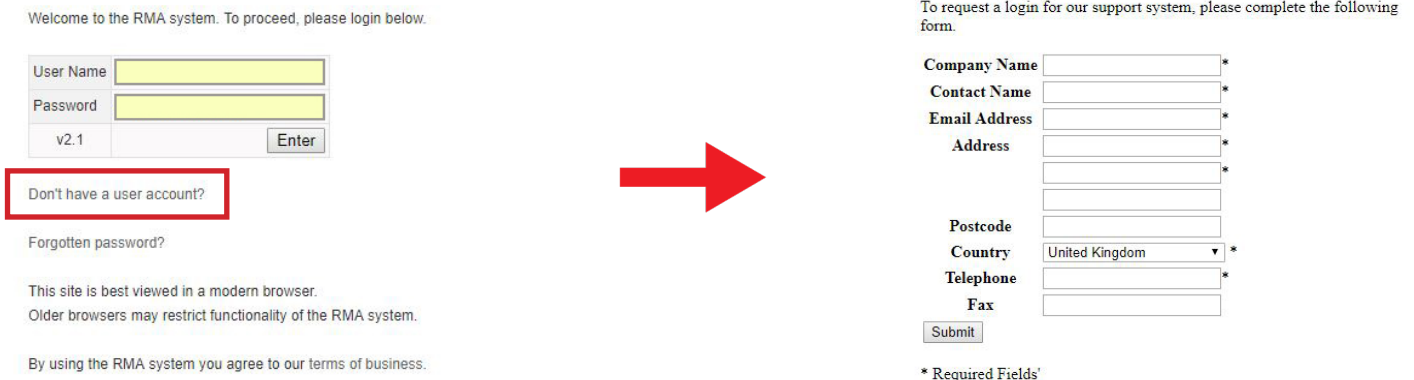


SETTING UP AN ACCOUNT

1: Visit www.hiper-global.co.uk/support and click "RMA Portal".

2: Click the "Don't have a user account?" option and complete the form that follows. Once submitted, this information will be sent to our RMA Team who will send a username and password to the email address provided.



Welcome to the RMA system. To proceed, please login below.

User Name

Password

v2.1

Don't have a user account?

Forgotten password?

This site is best viewed in a modern browser.
Older browsers may restrict functionality of the RMA system.

By using the RMA system you agree to our terms of business.

To request a login for our support system, please complete the following form.

Company Name *

Contact Name *

Email Address *

Address *

*

Postcode

Country *

Telephone *

Fax

* Required Fields

ALREADY HAVE AN ACCOUNT?

1: Visit www.hiper-global.co.uk/support and click "RMA Portal".

2: Log in with your username and password.

3: Click the "Request RMA" option and complete the form that follows. Once submitted, this information will be sent to our RMA Team who will approve or reject the RMA request following an evaluation.

Overview **Request RMA** Browse | Search | My Details | Contact Us | Warranty Lookup | Logout

RMA Request	
Company	<input type="text"/>
Name	<input type="text"/> *
Email	<input type="text"/> *
Telephone	<input type="text"/> *
Fax	<input type="text"/>
Address	<input type="text"/> *
Postcode	<input type="text"/>
Country	<input type="text" value="United Kingdom"/> *
* Required	<input type="button" value="Next"/>

IF ACCEPTED

You will receive an email with a unique RMA reference number and a delivery note to affix to the postal box/package. If this is a medical product, please ensure it is thoroughly cleaned and sent with a decontamination certificate.

On receipt of the RMA, HIPER Global will evaluate the issue and provide necessary feedback and further information.

IF REJECTED

You will receive an email stating the reason for rejection.

For example - the RMA has been logged twice or a first-line support call from our Team may solve the issue before it becomes a full RMA.

