

INSTRUCTIONS FOR USING EXFO'S ONLINE RMA REQUEST TOOLS

To request a Return Merchandise Authorization (RMA) for an EXFO product, please use our online RMA Request Application at <https://www.exfo.com/en/my-tools/my-rmas>.

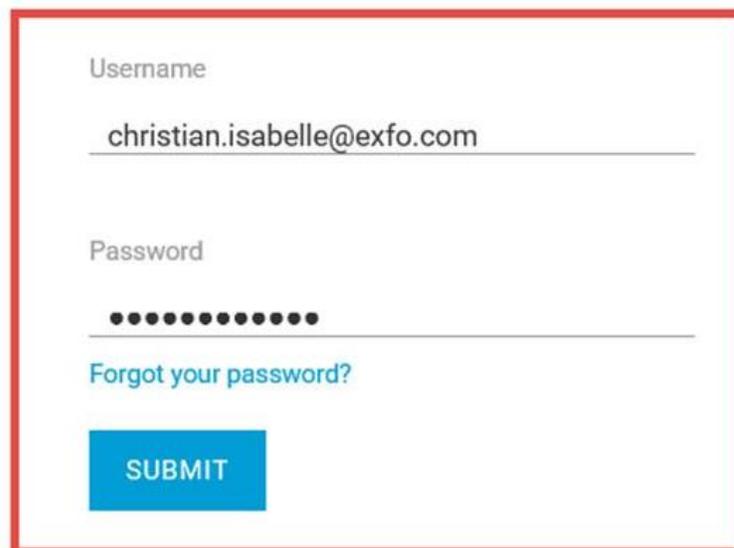
It is fast and easy and allows you to track the progress of your request from beginning to end. There are many benefits of using the online application. You can:

- See the product warranty status
- Get immediate access to estimated service pricing
- Select a specific service
- Access optional services and promotions
- Track the service status from the initial RMA request all the way through to completion and shipping details

To access the tool, follow this link (<https://www.exfo.com/en/my-tools/my-rmas>). You will be asked to log in to your account or to register if you do not yet have an account. Registration is fast and free and without any obligations.

1. To log in, simply **go to the login page and enter your email address and password.**

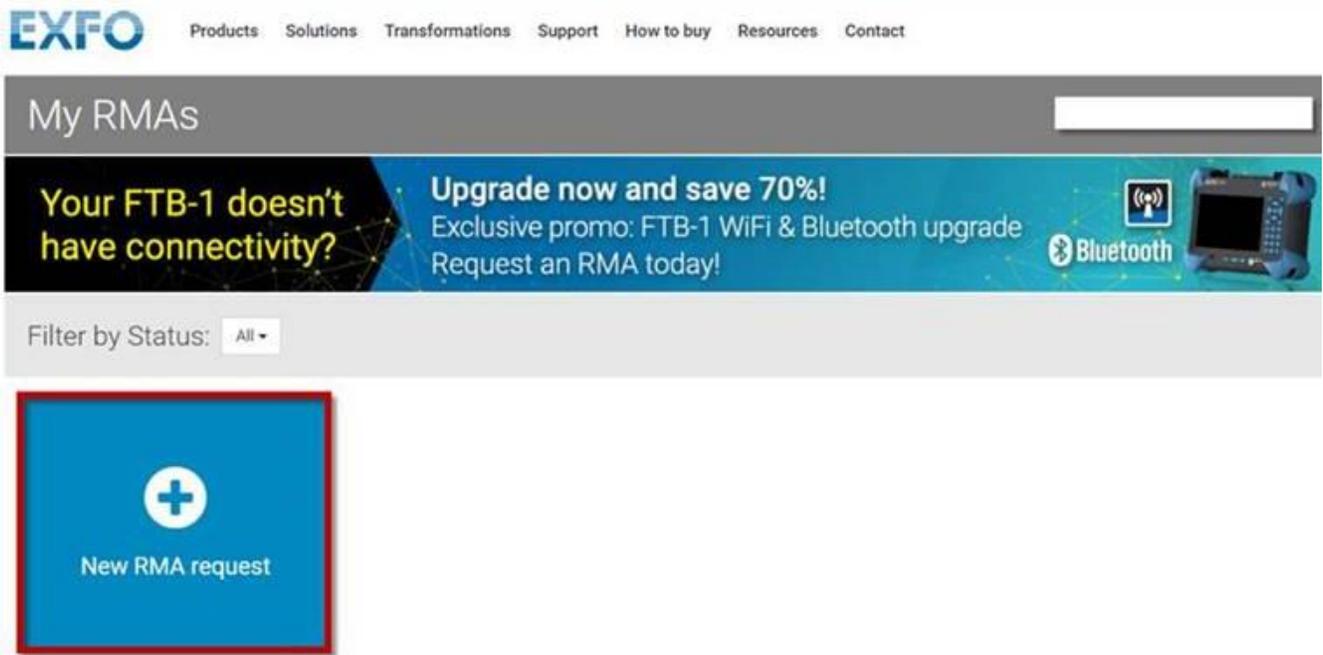
Login



The screenshot shows a login form with the following elements:

- Username:** A text input field containing the email address `christian.isabelle@exfo.com`.
- Password:** A text input field where the password is masked with 12 black dots.
- Forgot your password?:** A blue, clickable link located below the password field.
- SUBMIT:** A blue rectangular button with white text, positioned at the bottom of the form.

2. Once the page has loaded, click on “New RMA Request.”



3. Enter you unit’s serial number.

*Please note that if you need help locating the serial number, there’s a link to help you find it.



4. **Select the service you want and list any accessories.** If you are requesting a **repair**, include specific details regarding the observed fault.

Add Item

MAX-730C
S/N # 867245
Warranty Expired on 1/25/2017

Required service ¹

- Priority Calibration \$910 (USD)
- Calibration with As-Found Results \$805 (USD)
- Connector Replacement with Calibration \$650 (USD)
- Repair \$1090 (USD)
- No Service Required \$0 (USD)

Additional services ¹
No services are available on this product.

Exclusive promotions¹

Accessories [?]
3 Accessories you want to replace or add

Failure symptoms/Comments

1 Prices are subject to change

1 Product and warranty information

2 Select the desired service

4 Provide specific details

Close Add Item

5. Once ALL the items have been added, you can click on **Billing/Shipping Information**.

ADD A SERIAL NUMBER

FTB-720C
S/N # 857640
Warranty Expired on 11/24/2016

Services
Connector Replacement with Calibration

Estimated price
\$930 (CAD)

EDIT
REMOVE

My RMAs

Billing/Shipping Information

6. Enter the information and submit the RMA.

My RMAs christian.isabelle@exfo.com

Billing/Shipping Information < My RMAs < Back to List Equipment Review & Submit >

Billing information Shipping information Same as bill to

First name *

Last name *

Company *

Address *

City

State/Province

Fill out all the required information, and then go to "Review and Submit"

If you have any questions or comments, please [contact our technical support team](#).

We look forward to receiving your RMA request, and we will contact you should any additional information be required.