

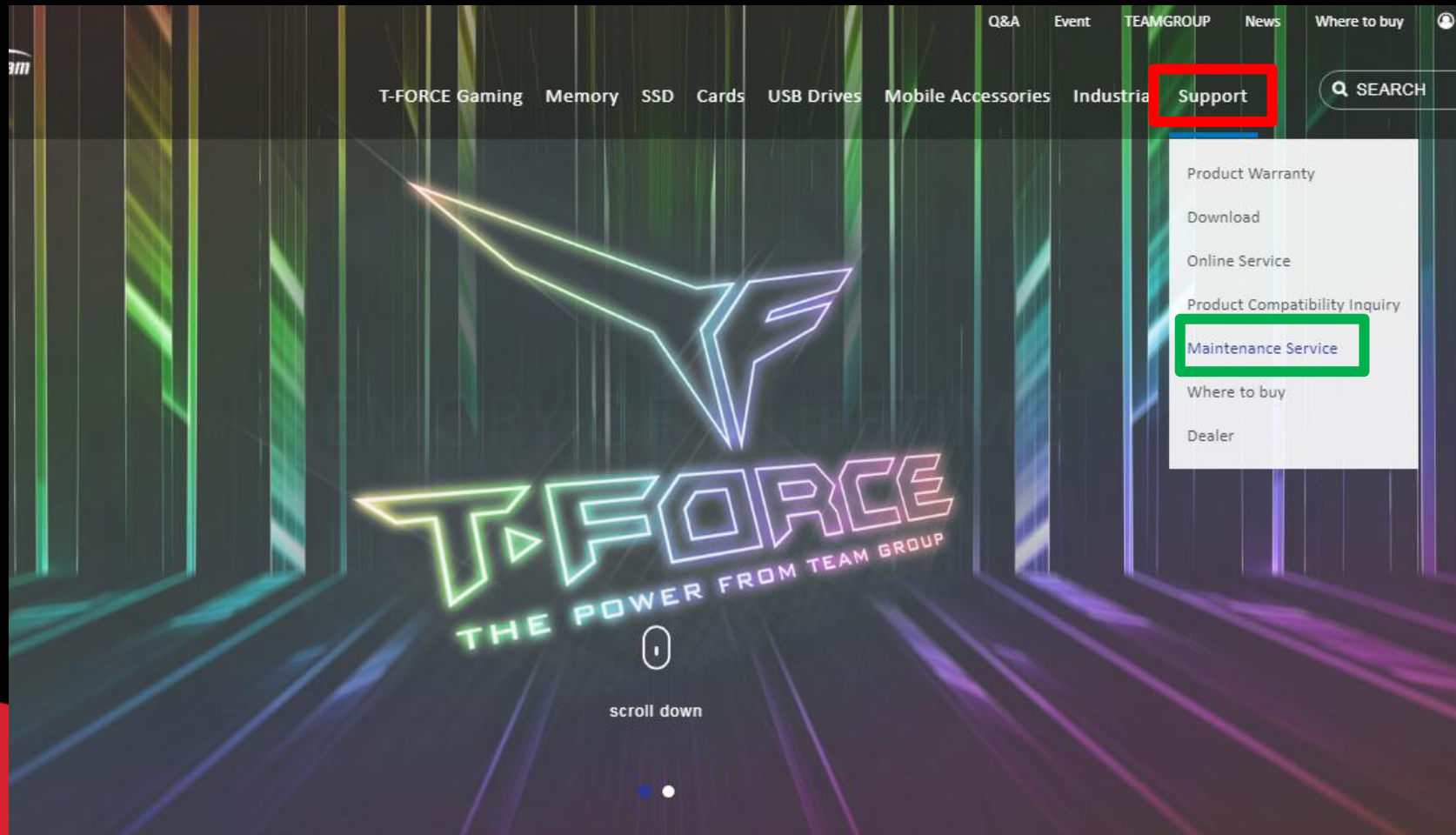
# The instructions to apply for RMA service online.

Customer Service Center



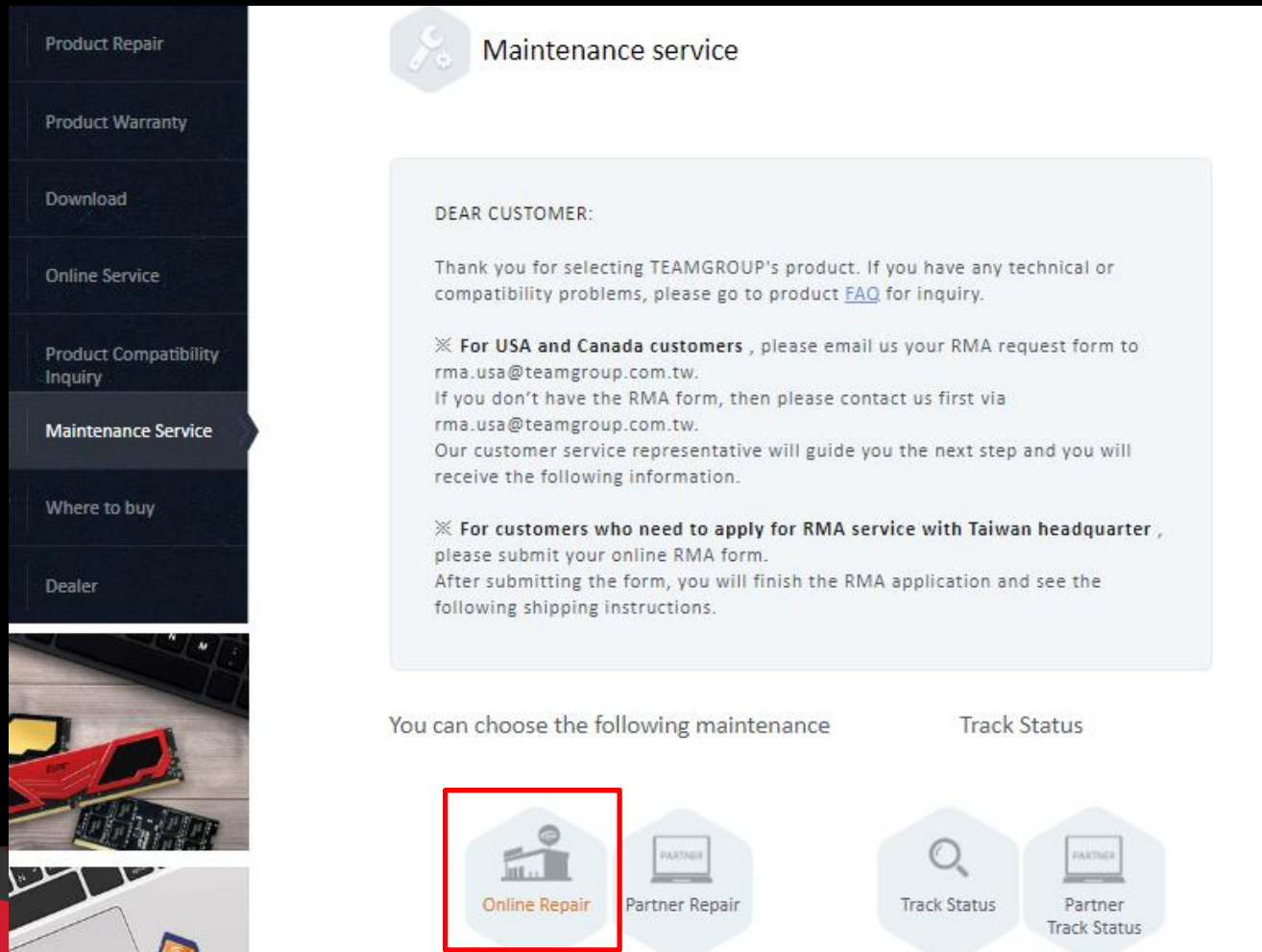
## Step 1

1. Go to Team Group website, choose " support" (red frame), and click " Maintenance Service" (green frame).



# Step 2

## 2. Click "ONLINE REPAIR" (red frame)



**Maintenance service**

DEAR CUSTOMER:

Thank you for selecting TEAMGROUP's product. If you have any technical or compatibility problems, please go to product [FAQ](#) for inquiry.

※ **For USA and Canada customers** , please email us your RMA request form to [rma.usa@teamgroup.com.tw](mailto:rma.usa@teamgroup.com.tw).  
If you don't have the RMA form, then please contact us first via [rma.usa@teamgroup.com.tw](mailto:rma.usa@teamgroup.com.tw).  
Our customer service representative will guide you the next step and you will receive the following information.

※ **For customers who need to apply for RMA service with Taiwan headquarter** , please submit your online RMA form.  
After submitting the form, you will finish the RMA application and see the following shipping instructions.

You can choose the following maintenance

Track Status

**Online Repair** Partner Repair Track Status Partner Track Status

# Step 3

## 3. Please agree after finish reading the terms and condition. Then fill your personal information below.

11. Please must not send products which are not made by Team Group.

I have read and understood the terms and conditions

STEP 1. Please fill your personal information.

•Your Name |

•Gender  Male  Female

Company Name |

•Tel |

Extension |

Please must fill in area code. ex: 81331456789

Accept number Only

Mobile |

•Email |

If you use free mailbox, then please check in your spam to receive the RMA letter.

•Country |

•City |

•State |

•Zip Code | Please fill NA if it's not available.

•Address |

Please fill in complete address.

\*According to our private policy, we will protect your personal information.

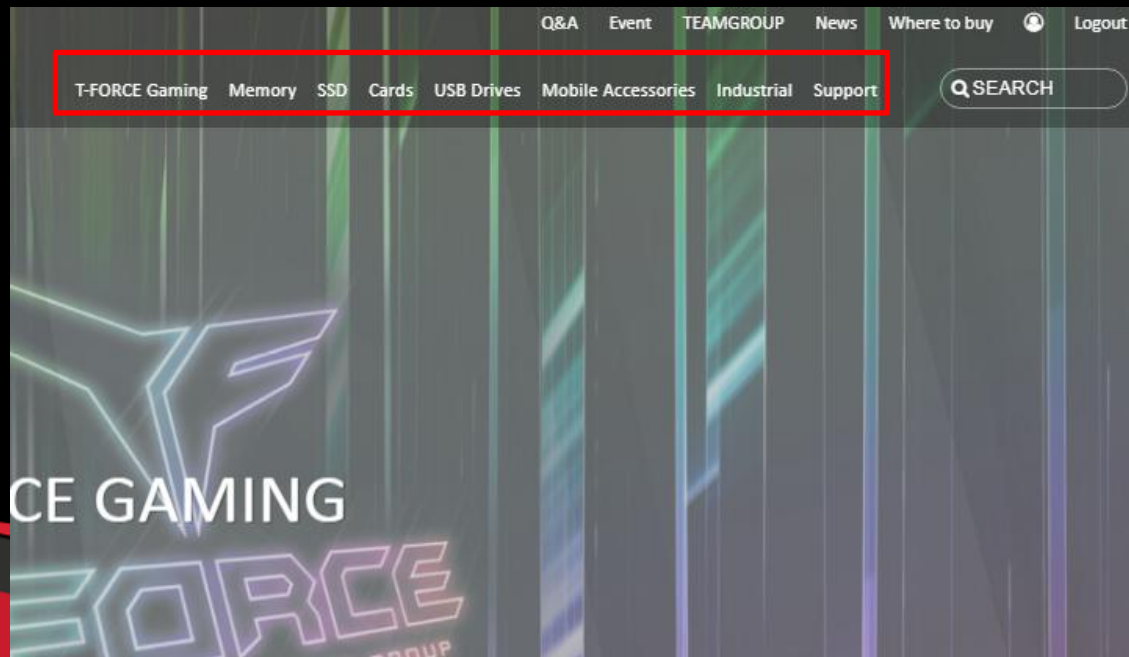
## Step 4

## 4. Please fill your RMA product information.

STEP 2. Please fill your RMA product information.

Add RMA Product

You can check the product information on Team Group website.



## Step 4

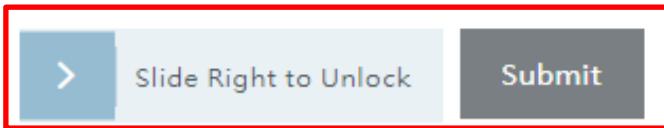
- If you have many RMA products, please repeat the step4 to add.
- If you want to RMA SSD products, please fill the Serial Number which attached on the back of product.(AA+10 digital numbers)



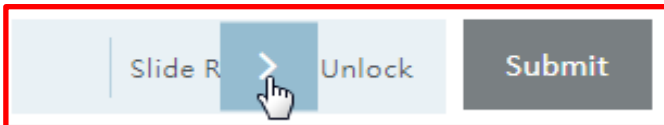
## Step 5

## 5. Slide the arrow to unlock and click submit button.

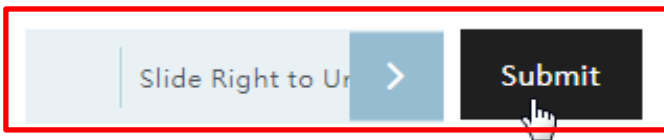
STEP 3. Please confirm the RMA form data is correct or not, then Slide Right to Unlock and Submit



1. Hold down the arrow button.



2. Drag it to the right side.



3. Click submit to finish.



## Step 6

6. After submit, your page will automatically change to the following screen. Please click "Print Document" (red frame) to paste the document outside the RMA product package.

TEAMGROUP 

Notice : This mail send by system automatically , plaese do not reply directly °

Your RMA Repair Form Number : 18L0052

Dear Customer :

Thanks for giving Team Group an opportunity to serve you !

Please [Print RMA](#) , affix it on the package and send it to Team Group °

If it is not possible to print, please remark [RMA Number] & [Your Name] & [Your Telephone Number] on the package, and send it to following address :

Recipient : Team Group Co., Ltd. Customer Service Center

Address : 3F., No.166, Jian 1st Rd., Zhonghe Dist., New Taipei City 235, Taiwan (R.O.C.)

※Please send the RMA product to Team Group by register mail or express service as soon as possible, so you can avoid the invalidity of RMA number and postponing shipping date to repair or exchange the product .



## Step 7

7. You will receive a notification mail sent by the system.  
In the future, you will be able to use your RMA number and the completed e-mail address to check the progress of RMA service.

TEAMGROUP 

Notice : This mail send by system automatically , plaese do not reply directly °

Your RMA Repair Form Number : 18L0052

Dear Customer :

Thanks for giving Team Group an opportunity to serve you !

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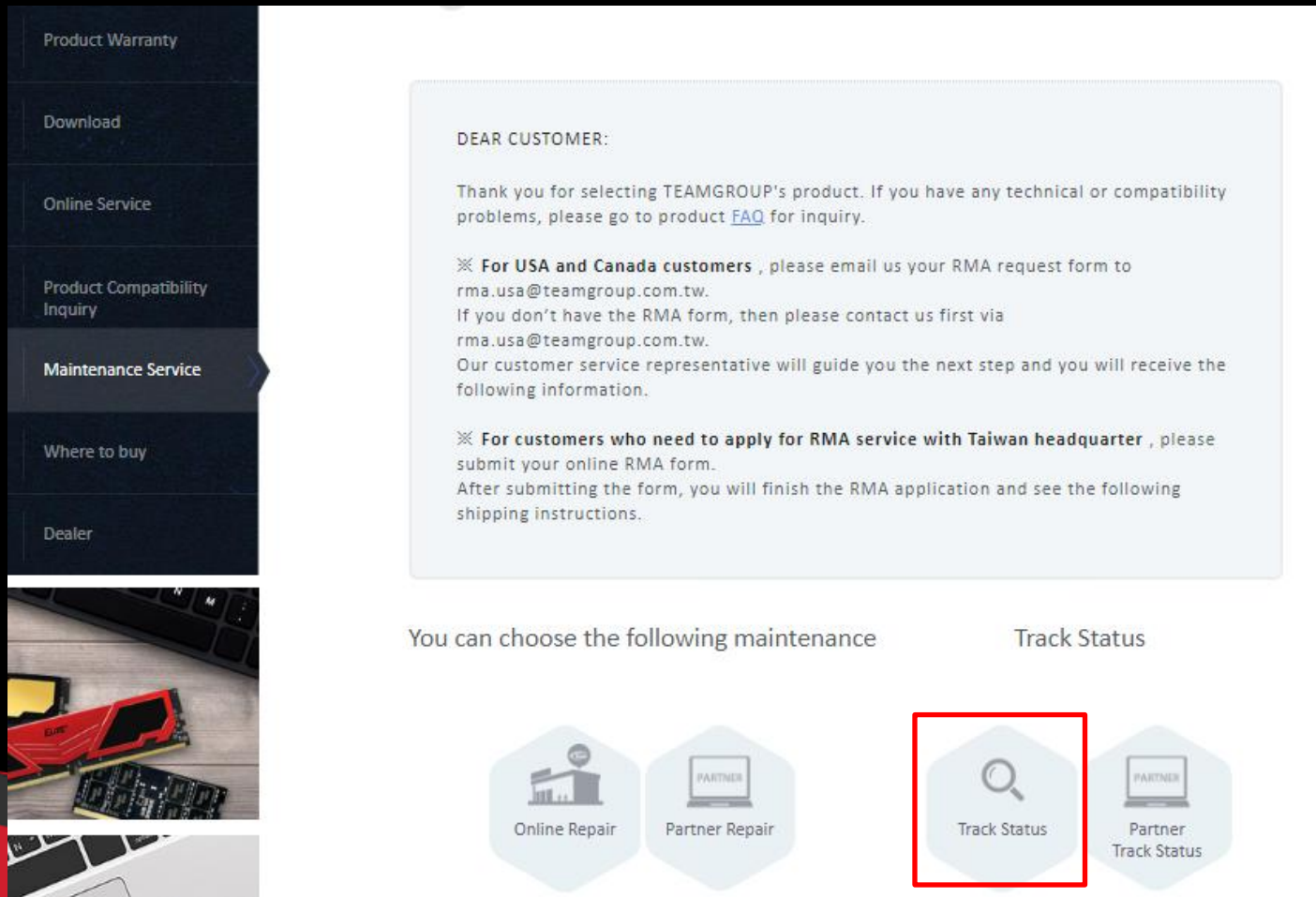
Recipient : Team Group Co., Ltd. Customer Service Center

Address : 3F., No.166, Jian 1st Rd., Zhonghe Dist., New Taipei City 235, Taiwan (R.O.C.)

※Please send the RMA product to Team Group by register mail or express service as soon as possible, so you can avoid the invalidity of RMA number and postponing shipping date to repair or exchange the product .

Thank you for reading.

Follow-up RMA track status can be found on the instructions of track status.



The screenshot shows a website interface with a dark navigation menu on the left containing the following items: Product Warranty, Download, Online Service, Product Compatibility Inquiry, Maintenance Service (highlighted with a white arrow), Where to buy, and Dealer. Below the menu is a photograph of computer hardware including a keyboard, RAM sticks, and a motherboard.

The main content area features a light blue message box with the following text:

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Below the message box, there are two columns of options:

- You can choose the following maintenance**
  - Online Repair (with a factory icon)
  - Partner Repair (with a laptop icon labeled PARTNER)
- Track Status**
  - Track Status (with a magnifying glass icon, highlighted with a red border)
  - Partner Track Status (with a laptop icon labeled PARTNER)