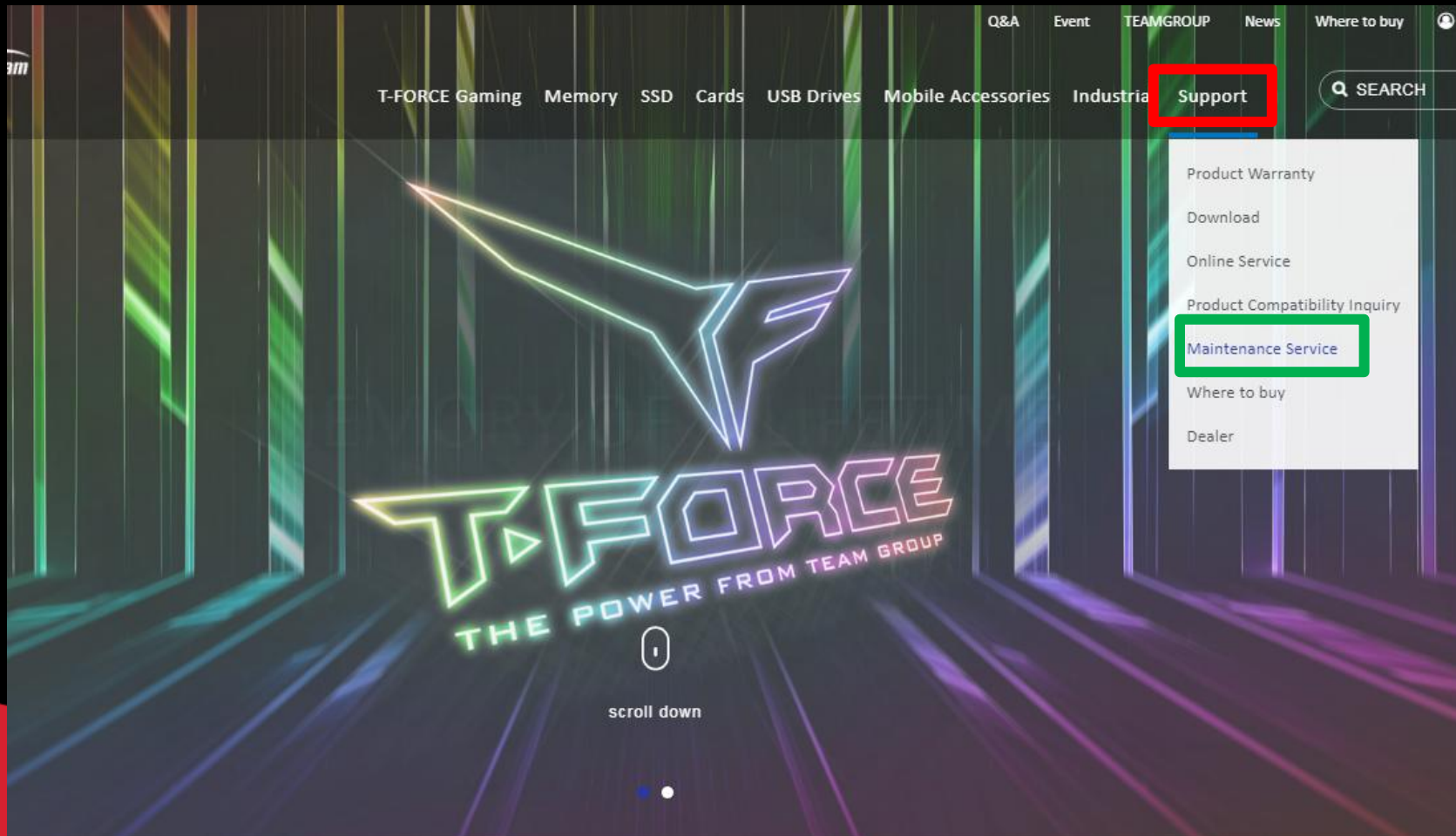




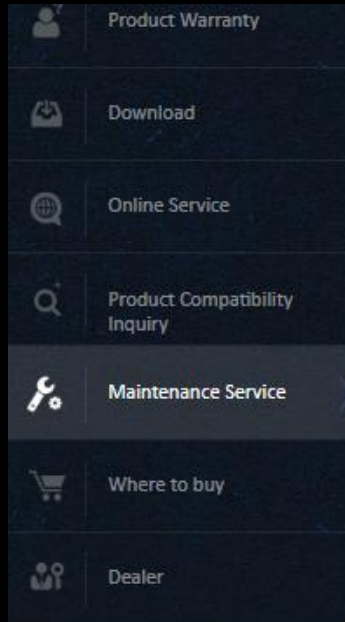
## Step 1

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



Step 2

2. Click "Track Status" (red frame)



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).

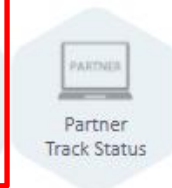
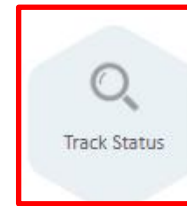
Our customer service representative will guide you the next step and you will receive the following information.

※ **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.

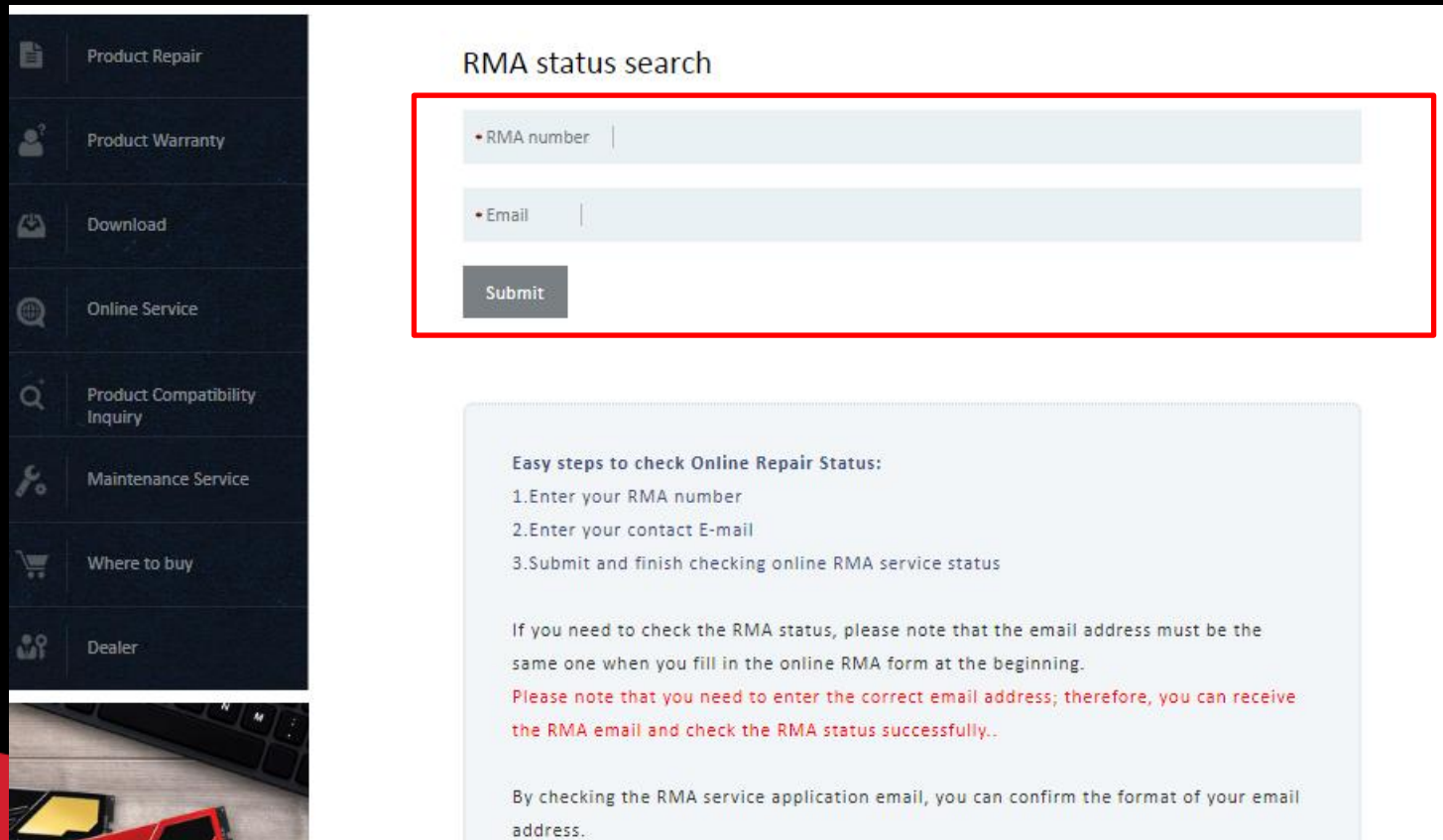
You can choose the following maintenance

Track Status



Step 2

2. After entering the page, fill your RMA number and e-mail address (need to be exactly the same as the format you filled out). After filling in, click submit.



## Step 3

3. The progress of the repair can be confirmed in the red frame. It has three kinds of progress status: pending, processing and shipping.

## RMA service application submit successfully

RMA Number : **19D0475**

Repair Status : Pending

Dear Customer :

Thanks for giving Team Group an opportunity to serve you !

Please [Print](#)  & 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 3

## 3-1 Processing (includes scheduled delivery date)

RMA service application submit successfully

RMA Number : **19D0440**

Repair Status : Processing , Scheduled delivery date: 2019/05/13



## Step 3

## 3-2 Delivered

RMA service application submit successfully

RMA Number : **19D0328**

Repair Status : Delivered

Delivery Info : 郵局-00202922407178

## Step 4

4. You can also check your repair form detail in this page.

### Repair Form Detail

Company	
Name	
Tel	
Mobile	
Email	
Address	
.....	
Product	
Product Category	
Product Category	
Capacity	
Quantity	
with/without adapter	
Problem description	



**Thank you for reading.  
Have a nice day!**