Mellanox RMA Request Form

December 2013
Dear customer,

In order to provide a quick and efficient response to your RMA request, we kindly ask that you submit all RMA requests through our Web-based RMA tool and not use e-mail for the requests.

This presentation provides an overview of our Web system. Using the Web system will enable us to provide a quick and efficient solution to your request.

Best regards,

Mellanox RMA Team
Submit an RMA request using the Web RMA Request Form.

The form is accessible via the below link: http://www.mellanox.com/content/pages.php?pg=rma_form

To access the form you can also browse through our Web www.mellanox.com → Support → Returns (RMA).
(See the next slide.)
RMA Request Form – Mellanox Website
Filling the Customer RMA Request: Header Information

Requester Information
Please provide contact details of Requester.

Bill To
Importing party at destination country (in case the material is delivered directly to a 3rd party.)

Ship To
Address for shipping.
Filling the Customer RMA Request: Returned Material Information

Part Number
Please enter Mellanox part numbers.

Serial Number
The unique serial number of the item.

Problem Description
A short description of the problem with the product. (See details on next slide.)

DOA
Please select Yes if the item failed upon first use. Select No otherwise.
The Problem Description should address the following issues:

- Symptoms of failure
- Was the part ever functional? And for how long?
- The current firmware version of the product and whether it has been upgraded.
- Has the product been replaced before?
- Any other useful information that might be relevant.
Thank You