

## Instructiuni efectuare garantii in platforma B2B

1. **“GARANȚIE” în magazinul online.** Atunci când clientul face click pe “Garanție” în magazinul online, acesta va vizualiza mesaje publicitare sau programul de lucru și datele de contact ale biroului dumneavoastră.

**Atenție: Puteți să trimiteți informațiile pe care doriți să le vizualizeze clienții dumneavoastră?**

Dedesubt, clientul poate regăsi o interpretare a meniului Garanții.

ASBIS® B2B Marketplace

MY SUPPLIER: [ASBIS PL Sp. z o.o.](#)

MY COMPANY: [Apollo sp. z o.o.](#) USER: [Mr. Alexander Macko](#)

ACTIONS E-SHOP MY BASKET MY ORDERS MY ACCOUNT WARRANTY AMD PLATFORMS MATRIX MESSAGES

RMA PROCESSING OVERVIEW | CHECK THE WARRANTY STATUS | CREATE RMA REQUEST | HISTORY OF COMPENSATION

ASBIS PL Sp. z o.o.  
02-822 Warszawa  
ul. Politechniki 23  
Serwis czynny od poniedziałku do czwartku w godzinach 9:00 - 17:00  
W piątki serwis jest nieczynny.

Kontakt do serwisu:  
+48 22 337-15-13  
+48 22 337-15-19  
+48 22 337-15-42 - monitoring oraz notebooki

Zośszanie reklamacji produktów. [Kliknij](#)

Paczki wysyłane do serwisu muszą mieć naklejony w widocznym miejscu wydrukowany „Packing List” dostępny po potwierdzeniu RMA przez serwis ASBIS PL.  
W przeciwnym przypadku paczki nie będą przyjmowane.

Skorzystanie z usługi RMA jest jednoznaczne z akceptacją regulaminu serwisu.

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Warranty menu interpretation

RMA- Return Material Authorization

RMA Processing Overview-Option to monitor the statuses of all RMA requests.

Check the Warranty Status-Option to validate the warranty statuses of your products.

Create RMA Request-Option to create RMA request to your service center.

History of Compensation-Option to monitor the details of compensation for your products.

2. **Imagine de ansamblu asupra procesării RMA** → Această fereastră monitorizează toate status-urile RMA. Butoanele radio permit clientului să filtreze RMA-urile în funcție de etapa procesului de garanție.

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RMA PROCESSING OVERVIEW | CHECK THE WARRANTY STATUS | CREATE RMA REQUEST | HISTORY OF COMPENSATION

Please select one of the statuses and click search. There is an option to get more information about RMA number, serial number and article if you make click on it.

All RMA Statuses  Open RMA requests  Approved RMA request  Service Center Debt  Resolved RMA request  Rejected Products

Date of RMA request from: 23/03/2008 till: 22/04/2008 RMA#:

Show 20 lines [1-9] Total 9 lines found

Line#	Line Statuses	Serial Number	Brand	Article
RMA#: <a href="#">APL0815X74</a> Date of RMA request: 11/04/2008 Date of Receipt: 14/04/2008				
1	Rejected.Warranty Expired	2N0503000099	GIGABYTE	GV-R955128D
2	Rejected.Warranty Expired	2N0532000184	GIGABYTE	GV-RX60P138DE
3	Tested.Approved	212709419359	LITE ON	LH-20A1P-12C
4	Tested.Approved	22472406492	LITE ON	LH-20A1S-10C
RMA#: <a href="#">APL0814X51</a> Date of RMA request: 03/04/2008 Ship From: SERWIS-BUDRYKA 4 Receipt to: Poland Defective goods Date of Receipt: 04/04/2008				
1	Tested.Approved	2N0521000688	GIGABYTE	GA-M53PLUS-S3G
2	Tested.Approved	2N0537372817	GIGABYTE	GV-N673726P-RH
3	Tested.Approved	N266-400951	CANYON	CN-RE1
4	Tested.Approved	007602407245	LITE ON	SHM-16SP65-01C
5	Tested.Approved	N255210324	CANYON	CN-D16P

### 2.1 Exemplu de “Datorie Centru Servicii”.

RMA PROCESSING OVERVIEW | CHECK THE WARRANTY STATUS | CREATE RMA REQUEST | HISTORY OF COMPENSATION

Please select one of the statuses and click search. There is an option to get more information about RMA number, serial number and article if you make click on it.

All RMA Statuses
  Open RMA requests
  Approved RMA request
  Service Center Debit
  Resolved RMA request
  Rejected Products

Date of RMA request from: 23/03/2008 | to: 22/04/2008 | RMA#:

Show 20 lines [1-7] Total 7 lines found

Line#	Line Status	Serial Number	Brand	Article
RMA#: <a href="#">API0815XZ4</a> Date of RMA request: 11/04/2008 Ship From: <b>KRAKOW</b> Receipt to: <b>Poland Defective goods</b> Date of Receipt: 14/04/2008				
3	Tested,Approved	212709419339	LITE ON	LH-20A15-10C
4	Tested,Approved	224724406493	LITE ON	LH-20A15-10C
RMA#: <a href="#">API0814XS1</a> Date of RMA request: 03/04/2008 Ship From: <b>SERWIS-BUDRYKA 4</b> Receipt to: <b>Poland Defective goods</b> Date of Receipt: 04/04/2008				
1	Tested,Approved	SN0621000688	GIGABYTE	GA-M52PLUG-S3G
2	Tested,Approved	SN0532572817	GIGABYTE	GV-NX737Z56P-BH
3	Tested,Approved	N2A6400951	CANYON	CN-BR1
4	Tested,Approved	007692407345	LITE ON	SHM-16SP6S-01C
5	Tested,Approved	N256210324	CANYON	CN-D16P

### 3. Verificați status-ul garanției. Clientul este autorizat să vizualizeze status-ul garanției pentru numărul de serie.

RMA PROCESSING OVERVIEW | CHECK THE WARRANTY STATUS | CREATE RMA REQUEST | HISTORY OF COMPENSATION

Please enter Serial Number and do Search.

Serial Number: 224724406493

Show 20 lines [1-1] Total 1 lines found

Serial Number	End of warranty	Brand	Article	Sales Invoice Number	Sales Invoice Date
224724406493	16/10/2009	LITE ON	LH-20A15-10C	73611084	16/10/2007

### 4. Creare solicitare RMA. Clientul este autorizat să solicite RMA pe baza Numărului de Serie, Numărului Facturii de Vânzare, Numărului de Comandă din Depozit.

RMA PROCESSING OVERVIEW | CHECK THE WARRANTY STATUS | CREATE RMA REQUEST | HISTORY OF COMPENSATION

Create RMA Request by

Serial Number
  Sales Invoice Number
  Warehouse Order Number

Value:

Show 20 lines [1-3] Total 3 lines found

Service Center	Status	Warranty Expiry Date	Serial Number	Brand	Article	Invoice	Invoice Date	Defect Description
Asbis Poland Warranty	Valid	07/11/2010	Y991992H70023	AMD	AD3640CCZV0FE	73611999	07/11/2007	NIE DZIAŁA [z-1032]
Asbis Poland Warranty	Valid	12/11/2008	313634406574	LITE ON	SHM-16SP6S-01C	63614516	13/11/2006	nie czyta płyt [z-1058]
Asbis Poland Warranty	Valid	25/07/2008	S00UJ101508411	SAMSUNG	SP1213N	53606992	26/07/2005	Bady [ra-1504/18]

Actions for selected lines

Valid	Not Valid	Appeal	Duplicate
The serial number is in warranty. Create RMA option is enabled.	The serial number is out of warranty, invalid format or not supported by your service center. Create RMA option is disabled.	There is no assurance that serial number is in warranty or out of warranty. Create RMA option is enabled.	The serial number is already in the RMA request to your service center or in the validation list for RMA request. Please delete the line.

4.1 Acesta este un exemplu de reclamație RMA pe baza numărului de serie. Clientul poate vizualiza fereastra de tip pop up ce conține detaliile numărului de serie. Numărul de serie poate fi adăugat apoi la lista numerelor de serie ce vor fi reclamate.

**Create RMA Request by**

Serial Number
  Sales Invoice Number
  Warehouse Order Number

Value: 313634406574

Service Center	Status	Warranty Expiry Date
Asbis Poland Warranty	Valid	07/11/2010
Asbis Poland Warranty	valid	12/11/2008
Asbis Poland Warranty	valid	25/07/2008

4.2 Acesta este un exemplu de reclamație RMA pe baza Numărului Facturii de Vânzare. Clientul poate vizualiza fereastra de tip pop up ce conține detaliile facturii de vânzare. Clientul trebuie să selecteze articolul corect al produsului său și apoi să găsească numărul de serie care corespunde produsului. Numărul de serie selectat poate fi adăugat apoi la lista de numere de serie ce vor fi reclamate.

**Create RMA Request by**

Serial Number
  Sales Invoice Number
  Warehouse Order Number

Value: 63614516

Service Center	Status	Warranty Expiry Date
Asbis Poland Warranty	Valid	07/11/2010
Asbis Poland Warranty	Valid	12/11/2008
Asbis Poland Warranty	Valid	25/07/2008

## 5. Istoric compensații. Această fereastră cuprinde întreg istoricul tuturor produselor pentru care s-au acordat deja compensații clientului.

ASBIS® B2B Marketplace MY SUPPLIER: ASBIS PL Sp. z o.o. MY COMPANY: Apollo sp. z o.o. USER: Mr. Alexander Macko

ACTIONS E-SHOP MY BASKET MY ORDERS MY ACCOUNT WARRANTY AMD PLATFORMS MATRIX MESSAGES IT4PROFIT MENU LOGOUT

RMA PROCESSING OVERVIEW | CHECK THE WARRANTY STATUS | CREATE RMA REQUEST | **HISTORY OF COMPENSATION** |

There is an option to get more information about RMA number, serial number and article if you make click on it.

Requested Serial Number:  Replacement Serial Number:  Warehouse Order Number:  Credit Note Number:

Compensation date from: 23/03/2008 till: 22/04/2008

Show: 20 lines [1-16] Total 16 lines found

Line#	Line Statuses	Serial Number	Article	Replacement Serial Number	Replacement Article	Warehouse order	Credit Note	Credit Note Price	Date of Compensation
RMA#: <b>APL0812X64</b> Date of RMA request: <b>20/03/2008</b> Ship From: <b>SERWIS-BUDRYKA 4</b> Receipt to: <b>Poland Defective goods</b> Date of Receipt: <b>25/03/2008</b>									
1	Compensated.Closed	N127360497	CN-WF518	N127140889	CN-WF518	1272895			28/03/2008
2	Compensated.Closed	326720404535	DH-20A3P-05C	232744411139	DH-20A4P-05C	1272895			28/03/2008
3	Compensated.Closed	397243414656	DH-20A4P-21C	M10074138296	DH-20A4P-09C-BLAK	1272895			28/03/2008
4	Compensated.Closed	N1M7401248	CNR-D08P	N1M7401235	CNR-D08P	1272895			28/03/2008
5	Compensated.Closed	2903272860299	ADA3200BPBOX				82610348	PLN 223.00	31/03/2008
RMA#: <b>APL0811X84</b> Date of RMA request: <b>14/03/2008</b> Ship From: <b>SERWIS-BUDRYKA 4</b> Receipt to: <b>Poland Defective goods</b> Date of Receipt: <b>17/03/2008</b>									
1	Compensated.Closed	1159873503398825	KVR667D308P52G	3450760-0281428	KVR667D308P52G	1272895			28/03/2008
2	Compensated.Closed	2710266F51679	ADA3000BPBOX				82610347	PLN 292.00	31/03/2008
RMA#: <b>APL0810X14</b> Date of RMA request: <b>04/03/2008</b> Ship From: <b>SERWIS-BUDRYKA 4</b> Receipt to: <b>Poland Defective goods</b> Date of Receipt: <b>04/03/2008</b>									
3	Compensated.Closed	302743405825	DH-20A4P-21C	M10074138295	DH-20A4P-09C-BLAK	1272895			28/03/2008
4	Compensated.Closed	515340402846	SHW-18H5S-15C	219745409013	DH-20A4H-05C	1272895			28/03/2008
5	Compensated.Closed	219726405010	DH-20A3H-05C	219745405983	DH-20A4H-05C	1272895			28/03/2008
RMA#: <b>APL0809X56</b> Date of RMA request: <b>28/02/2008</b> Ship From: <b>SERWIS-BUDRYKA 4</b> Receipt to: <b>Poland Defective goods</b> Date of Receipt: <b>28/02/2008</b>									
1	Compensated.Closed	223206415977	LH-20A1H-11C	219745405981	DH-20A4H-05C	1272895			28/03/2008
2	Compensated.Closed	415547425119	SHW-18H5S-01C	219745409012	DH-20A4H-05C	1272895			28/03/2008
3	Compensated.Closed	226720416911	DH-20A3P-05C	M10074138294	DH-20A4P-09C-BLAK	1272895			28/03/2008
4	Compensated.Closed	214733405892	LH-20A1H-487C	219745405982	DH-20A4H-05C	1272895			28/03/2008
6	Compensated.Closed	0386117350422	ADA3000BPBOX				82610349	PLN 347.00	31/03/2008
9	Compensated.Closed	N216140774	CNR-D08P	N1M7401232	CNR-D08P	1272895			28/03/2008

### 5.1 Dacă clientul face click pe link-ul cu numărul de serie, acesta poate vizualiza istoricul respectivului număr de serie cu detalii privind compensațiile acordate.

https://www.it4profit.com/?L\_ID=20080320094426652771000000&RMA\_ID=20080320104309909958000000 - Internet Explorer provided by

RMA#: **APL0812X64**

RMA Date: **20/03/2008**

Date of Receipt: **25/03/2008**

<p><b>Defective product history</b></p> <p>Serial Number: <b>N127360497</b></p> <p>Article: <b>■ CN-WF518</b></p> <p>Warranty expiry Date: <b>12/12/2009</b></p> <p>Warranty Type: <b>Residual</b></p> <p>Sales Invoice Number:</p> <p>Sales Invoice Date:</p>	<p><b>Compensation History</b></p> <p>Replacement Serial Number: <b>N127140889</b></p> <p>Replacement Article: <b>■ CN-WF518</b></p> <p>Credit Note number:</p> <p>Credit Note Price:</p> <p>Date of Credit Note:</p> <p>Replace/Repair Doc Number: <b>SO#APL10118260,WO#1272895</b></p> <p>Date of Replacement/Repair: <b>04/04/2008</b></p>
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Failure description: **nie dziala [8942]**

The complete set of return: **Komplet**

6. Atunci când clientul primește aprobarea RMA din partea dumneavoastră, acesta va primi o notificare pe e-mail și are posibilitatea de a tipări avizul de expediție. În mod implicit, sunt disponibile următoarele:

ASBIS B2B Marketplace MY SUPPLIER: ASBIS SLOVENIA MY COMPANY: ALT MAKŠ d.o.o. PREDDVOR USER: Mr. Administrator [14] LOGOUT

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All RMA Statuses
  Open RMA requests
  Approved RMA request
  Service Center Debt
  Resolved RMA request
  Rejected Products

Date of RMA request from: 14/04/2008 till: 14/05/2008 RMA#:

Show 20 lines [1-3] Total 3 lines found

Line #	Line Statuses	Serial Number	Brand	Article
1	To be shipped	U708012446	CANYON	CNR-WCAM43
2	To be shipped	U198092425	CANYON	CNR-EP1
3	To be shipped	U198092425	CANYON	CNR-EP1

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Print

**RMA Shipment Info**  
 RMA Code: SLV0820X1  
 ALT MAKŠ d.o.o. PREDDVOR  
 Ship From: LOCAL Receipt to: ASBIS Slovenia Warranty warehouse RMA to be delivered by: 27/05/2008 Print Packing List  
 Supplier: ASBIS d.o.o.  
 Invoice from: Write to:  
 Shipment Approval Expiry Date: 27/05/2008 Address:

Line # in RMA	Manufacturer	Article	Serial Number
1	CANYON	CNR-EP1	U198092425
2	CANYON	CNR-EP1	U198092474
3	CANYON	CNR-WCAM43	U708012446

Rejected Products  
 Returned.Rejected  
 Returned.Damaged  
 Cancelled  
 Rejected  
 Rejected.Warranty Expired  
 Received.Damaged