

Return Material Authorization Form Instructions

Accessing our Return Material Authorization (RMA) system

1. Navigate to www.us.endress.com/return.
2. If this is your first return and/or you do not have an account with us, please click “Create an Account” on the login screen and follow the prompts to set up your account.
3. Once you have an account you will be able to login with your established Username and Password. We recommend using your email address as a Username for easy recall.

Forgot your password?

1. If you forget your password at any time, click the “Forgot Password?” link on the login screen. An email with a temporary password will be sent to the email address associated with your account.

Note: If you do not receive the email with your temporary password within 10 minutes, please contact us at repair@us.endress.com with all of your contact information. We will take care of the password reset and contact you directly with a temporary password.

2. When you receive the email with your temporary password, please follow the link in the email to login to the RMA system utilizing your email address and the temporary password supplied.
3. Once you are logged in, click on the “Account Profile” tab at the top of the screen.
4. Once you are in “Account Profile”, click the “Edit Profile” button. Here you can create a new password, customize your username and edit contact information.
5. Once you have completed all of your changes, click on the “Update Profile” button.
6. Now you may click back on the “Home” tab to submit new repair and calibration requests and view existing and completed requests.

Submitting an RMA

1. From the “Home” tab, click the "Create RMA Request" button.
2. The first step of the form will ask for contact, billing, and shipping information. Be sure to complete all required fields and use the “CC” sections to copy others within your company on information regarding the RMA you are submitting. Click on the "Continue" button at the bottom of the screen when finished.
3. The next three steps will ask you to define what type of product you are returning, where it can be returned to and your serial number. If you do not know your serial number, you will still complete the RMA, however providing a serial number will help shorten processing time.
4. Next you will be asked to define the reason for your return – repair, calibration, alteration, root cause analysis or evaluation.

5. Then you will be asked for Purchase Order Information, Product Related Information and Repair/Calibration Information. Please be as detailed as possible with the information that you provide.
6. You will also be asked to complete a Hazardous Material & Decontamination Declaration that you can submit electronically with the RMA. You will also need to print it and send it with the device you are returning.
7. You will then be shown a summary of your request. Please review this carefully to ensure that all details are correct and click “Unit Information Correct – Continue” when you are ready to proceed. You may also go back to previous steps or the form to make any necessary corrections.
8. After verifying the information on your request, you will have the option to submit the RMA by clicking “Complete RMA” or you may add another unit to the same RMA by clicking “Add Another Unit to this RMA”. By selecting “Add Another Unit”, you will start the process again at the serial number entry screen. There is no limit to the number of units you can add to the RMA, and each unit will be associated to one RMA number. For RMA’s with a large number of devices, we recommend that you attach a list of product serial numbers electronically so you don’t have to enter them all individually in the form. Attachments can be added on the RMA confirmation page as mentioned below in step 9.
9. Once the RMA is completed, you will be sent to a confirmation page that will allow you to print the RMA as well as attach any documents or pictures you would like our technicians to receive. We request that you please include a printed copy of your RMA in the box with the unit(s) you are returning. This will speed the process of identification once the unit(s) arrives.
10. You can check the status of your RMAs at any time by logging in and navigating to the “RMAs” tab. There you can search for both active and completed RMAs.
11. You will also receive status updates via email throughout the repair/calibration process.
12. If at any time you have questions, please contact us at repair@us.endress.com or call 888-ENDRESS.