

RMA Process Overview

Need to return, exchange, or request credit for a CHG product? This guide walks you through our streamlined RMA process to ensure your case is handled efficiently.

The objective is to ensure all RMA requests are submitted with complete information, processed efficiently, and resolved consistently.

Accurate completion of the RMA form is crucial for proper case tracking, evaluation, logistics, and financial processing.

1. RMA Notification Request

Click the button below to open a new email with the RMA form attached – simply complete the form and send.

[Submit RMA Request] (*button*)

Your completed RMA form should include:

Your email must include:

A completed standard RMA form (provided by us), containing fields for:

- Transport Order number.
- Serial number.
- Country of purchase.
- Device details.
- Description of the issue/defect.
- Type of request (discount/credit, return, replacement).
- A clear explanation of the issue or defect.
- A statement whether you are requesting a discount, return, or exchange.

Important:

The country of purchase must be indicated, as it determines the correct return location.

If devices were purchased in multiple countries, please submit separate RMA forms per country (e.g., Germany vs. Spain).

2. Evaluation, Approval, and RMA Number Assignment

After evaluation of the case:

If the device(s) must be returned, you will receive an RMA number and detailed return and packaging instructions.

For discount/credit requests:

The case is reviewed internally, and if approved, a credit note is issued.

If declined, you may receive a counteroffer or be asked to return the device(s) for further inspection.

3. Shipping / Collection of Equipment (If Return Required)

If a return is necessary:

Shipping costs are paid by you, and the devices must be shipped to the warehouse in the country where they were originally purchased.

The customer will receive:

- RMA number.
- RMA form with devices.
- Transport guidelines: Country-specific return address.

Please do not return the device for which a discount was requested and accepted.

Deadline:

Devices must arrive at our facility within two weeks after you receive the RMA number and shipping instructions. We have the right to refuse any refunds after this time has elapsed.

4. Receipt and Registration (If returned)

When the equipment arrives, it is logged into our system, including:

- Serial number.
- Condition.
- Date of receipt.

We attempt to process incoming devices within two weeks, and you will be updated once the evaluation is complete.

5. Testing and Troubleshooting (If returned)

Returned devices undergo cosmetic and technical testing to verify the reported issue. Based on the results, one of the following applies:

- **Complaint not accepted:** Devices returned to you.
- **Complaint accepted:** Credit/refund issued, depending on the case policy.

Supporting documentation is prepared as required.

6. Resolution and Customer Communication

Once the evaluation is completed, you will be informed of:

- **Acceptance:** Full refund via a Credit note will be issued for affected devices.
- **Rejection of the complaint:** You will be informed to pick up your device, as the complaint is not justified.

7. Case Closure and Process Documentation

After all actions are finalised, the RMA case is formally closed.

Relevant data is recorded for:

- Internal reporting.
- Quality control.
- Continuous process improvement.

This helps ensure transparency and contributes to enhanced customer service.

8. Credit Note Information

Credit notes are issued as an offset balance toward your next purchase. If you prefer a bank transfer instead:

- Forward your credit note email.
- Include your bank account details.
- Send to rma-gg@chg-meridian.com

The funds will be transferred within a few working days.

***** Credit notes are issued only once per complaint case. We are not able to issue a credit note until the process for all devices is finished****

Contact our team at rma-gg@chg-meridian.com - we're here to help.