Operation Guidance:

- 1. Enter Ruijienetworks official website: <u>Ruijie Networks | Network Devices and Solutions</u> Provider
- 2. Create Ruijienetworks account



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First Name :					*		
Last Name :					*		
Country :	Select			~	*		
Company/Organization :					*		_
Phone Number :					*		♠
	I have understoo Ruijie Networks.	d and agreed to a	ccept the <u>Privacy Policy</u> an	nd <u>Website User Agreeme</u>	<u>nt</u> of		
		Sub	mit			Contact	Us

- 3. Create RMA application or Check RMA status
 - 1) Enter the interface

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ଳ ⇒ ବଙ୍କୁର Ruijie Service will happen every time you need it								
🚱				Your Online Suppo Raije service provides multiple the live chat and have Community \rightarrow Live Chat \rightarrow	tt Engineers and iple channels to your tun in community.	e always by you problems and your ide	r side as. Welcome to get help	Contact Us

2) Input SN or case ID, check the RMA status directly, or you can click "I need repair service", then will turn to page for create a new RMA

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Ruijie	Products Sol	lutions Support	Community	About Us	Q
		RMA Statu	is Check		
			Q		
			How to get the Serial Number?		
			Old system entrance		
			I need repair service		
2					_
https://www.uijjenetworks.com/support/rma/##					Contact Us

RMA Status Che	ck	
Case Number CS20230409-1622004	Serial Number H1QH4P9000898	
RMA Status		
Acceptance and ASP Shipping End of process authentication Completed In progress		
View all processes	^	
2003-04-10 00:34 Acceptance and authentication		

3) Create RMA application: only need to input the faulty part SN and details address used for receive the replacement part;

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	RMA Application	
Detall Address	Please M in the correct address (accurate to the street), and we will deliver goods according to this address)	
Product SN	This field is required.	
Model	This field is required	
Warranty Status	This hold is required	
Brief Description of Fault	This field is required.	
Attachment		
 (3) 	Submit	Contact Us

4) The case ID number will send to your mailbox

