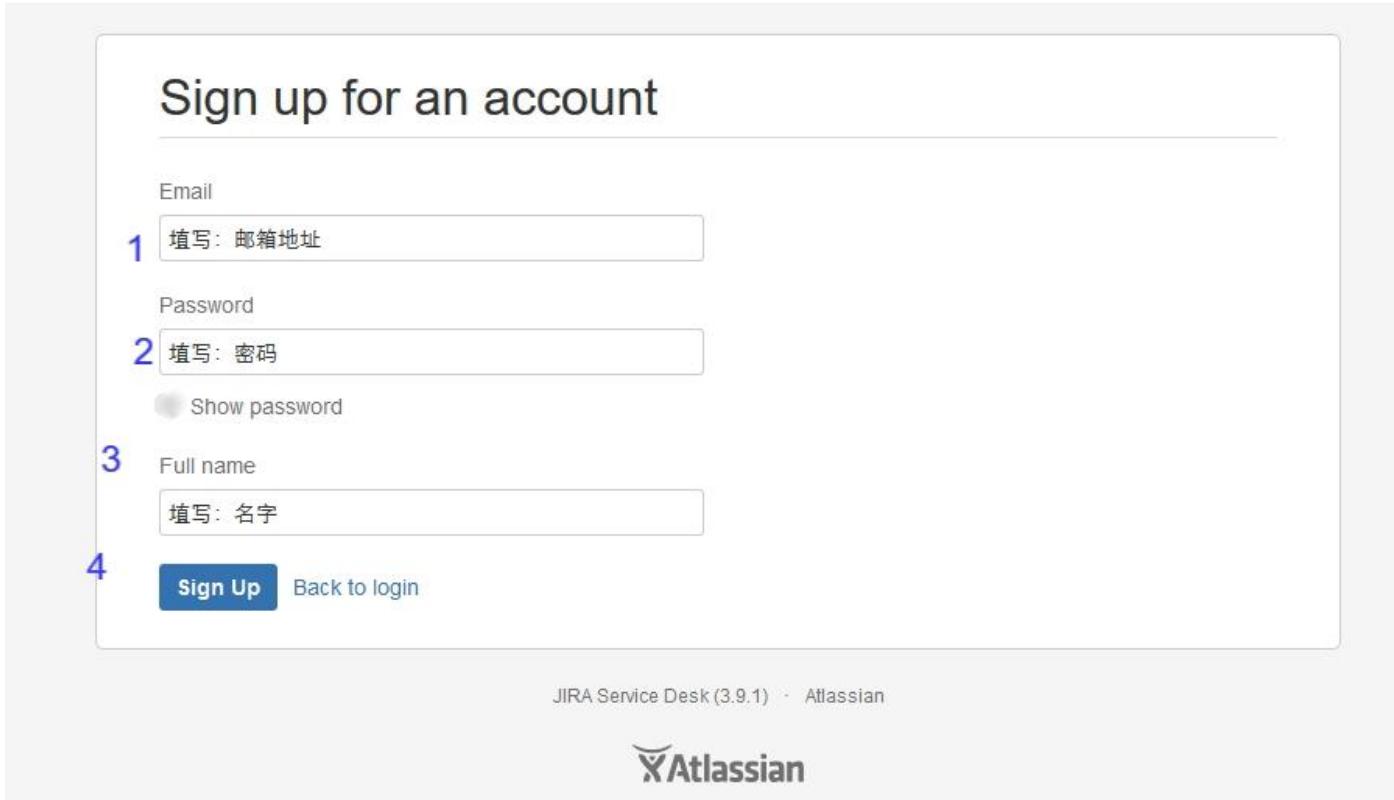


PHYTEC “RMA 提交” 操作指引

1、打开链接，注册新用户 <https://jira.phytec.com/servicedesk/customer/user/signup>，如下：



The screenshot shows the 'Sign up for an account' page. The form consists of four steps:

- Email**: Step 1, labeled '1' in blue. The input field contains the placeholder '填写：邮箱地址'.
- Password**: Step 2, labeled '2' in blue. The input field contains the placeholder '填写：密码'.
- Full name**: Step 3, labeled '3' in blue. The input field contains the placeholder '填写：名字'.
- Sign Up**: Step 4, labeled '4' in blue. This is a blue button. To its right is a link 'Back to login'.

At the bottom of the page, there is footer text: 'JIRA Service Desk (3.9.1) · Atlassian' and the Atlassian logo.

2、注册后会进入到以下页面，请点击“PHYTEC China Support”，如下：

Welcome to PHYTEC's Support Portal

What do you need help with?



5

Popular

PHYTEC Americas Support

PHYTEC China Support

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3、点击“RMA 提交”，如下：

PHYTEC Support Portal
PHYTEC China Support

欢迎来到PHYTEC Helpdesk! 您可以在以下提供的选项中提交产品相关问题，我们的技术支持人员会尽快为您解决问题

What do you need help with? 

1  技术问题
询问关于PHYTEC产品相关的软硬件技术问题

2  RMA提交
产品质量问题反馈，以及RMA处理

3  常规产品问题
询问非技术性的PHYTEC产品问题

4  Bug提交
反馈软件BUG

4、填写 RMA 信息，提交完成，如下：

returned unit. PHYTEC also reserves the right to assess a twenty-five USD (\$25.00) restocking fee for each returned Product found to be functional. View our Standard Terms and Conditions here. Buyer shall promptly notify PHYTEC of any malfunction in any Products under Warranty, by requesting a Return Merchandise Authorization (RMA).

7 ● 公司名称 (optional)
 Please enter the name of your company or proprietorship

8 ● Location
8 选CHINA Please select your location

选CHINA ● PHYTEC Product (optional)
 Select the product you are returning

Product Serial Number(s) (optional)
 List the product serial number(s) you are requesting to return

9 电话 ● Phone Number (optional)
 Version of BSP (if known)

10 退回理由 ● Reason for Return
 Provide a summary of the reason for return

● Failure Description and Corrective Actions Taken (optional)
11 列出序列号和不良表现 Detailed description of the failure

Attachment (optional)
Drag and drop files, paste screenshots, or
browse Add any attachments (software test logs etc)

12 点击蓝色按钮提交

● **Create** Cancel