

RMA & Claims Menu Quick Start

The RMA/Claims menu allows users to quickly and efficiently initiate a claim or request a return of merchandise.

Getting started



Returns

Before you return product, you need to request a Return Merchandise Authorization (RMA). A separate RMA number is required for each return condition. Select an option below to obtain an RMA, check the status of a return or claim, or review the return policy for your account.

<p>verify compliance</p> <p>Check return requirements before submitting your RMA request.</p> <p>▶ verify compliance</p>	<p>request RMA</p> <p>To return an item, request an RMA by completing our online form.</p> <p>▶ request rma</p>	<p>check status</p> <p>View the status of previously submitted returns or credits.</p> <p>▶ check RMA or claim status</p>	<p>view history</p> <p>View invoice and credit memo history by SKU.</p> <p>▶ view history by SKU</p>	<p>request claim</p> <p>For claims : shortages, lost ships, pricing discrepancies, etc. when product is not returning, please complete our on line form.</p> <p>▶ request claim</p>
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Click on the Request RMA link to put in a Return Request

Click on the Request Claim link to have a Claim initiated

Your Account information will prefill when you sign in, but you will need to fill in your personal contact information. A Claim and RMA form require most of the same information; the difference is the reason for the request. We will use the RMA form to walk through. You will now fill in all the information relating to the part you are trying to return.

*Anything with a red ***asterisk** next to it is a required field.

Type: *

SKU: *

Quantity: *

Select Return Type...

- Select Return Type...
- Stock Balance - Factory Sealed
- Defective Product With Original Packaging
- Damaged Product
- Ingram Sales Error - Unopened
- Open Box Return
- Ingram Sales Error - Opened
- Whse Shipped Wrong Product - Unopened
- Whse Shipped Wrong Product - Opened
- Product Incomplete

Select the type of return you are requesting.

Fill in Sku & Quantity → SKU: * [] Quantity: *

Click to choose PO # or Invoice # → ☐ Invoice Number ☐ P.O. Number

Serial # is not required. If your order went out Serialized, you may want to reference. → Hardware Serial Number(s): []

Comments are not required. However, if your issue is complex, please explain here. → Comments: []

Ingram Invoice # or your PO # is input here. → []

If you don't know your Invoice # you can search for it here. → Don't know your invoice number? [View History](#)

Limit of nine SKUs per request: [Add Another SKU](#) [Cancel](#) [Reset](#) [Request RMA](#)

You can continue to add skus, cancel, or reset the form at the bottom of the page. → [Add Another SKU](#)

Once your request is complete, click "Request RMA". → [Request RMA](#)

When you enter the request for RMA and put all your information in, it takes you to a verify screen. You have the choice after that to cancel, edit, or proceed with the RMA request:

Type Of Return:	Stock Balance - Factory Sealed
Hardware Problem:	Select Hardware Problem...
Ingram Micro SKU:	KV4260
Quantity:	1
Product Description:	IMCE 0512 CATALOG
Invoice Number:	20-r5p1r-11
P.O. Number:	--
Defective Hardware Serial Number(s):	
Comments:	Ordered extra... Don't need.

If you made an error, click here to cancel your request. → [Cancel Request](#)

If you need to change something, click here. → [Edit Request](#)

If everything is correct, click here to complete your request. → [Complete Request](#)

If your item is in compliance and approved:

You will see an "Approved page", indicating the RMA # you should return on, including the Warehouse address to return to. These RMA Numbers' are only valid for **20 calendar days**, therefore, as soon as possible, you should return the RMA to the Warehouse indicated on the confirmation page; writing the RMA number on the shipping label just below the return address.

If your item is not in compliance to return: You will see an "RMA Confirmation page" that says Rejected, and it will state why your return cannot be completed.