



ISOLED KNOWLEDGE

RMA - RETURN MERCHANDISE AUTHORIZATION

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CUSTOMISED LIGHT SOLUTIONS



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RMA – SERVICE IS OUR SUCCESS

Your quality requirements are our touchstone

ISOLED® brand products offer proven quality, meet the strictest quality criteria and are designed for commercial use. Their performance data and durability will surely win you over. This is why all our products come with a warranty according to our conditions.

Quick and simple solutions with RMA

As a service-oriented company, we deem it of the highest importance to provide our customers and partners with added value and security.

Place your trust in your ISOLED® field sales professional

Upon complaint, contact your ISOLED® field sales representative at your earliest convenience. Bear in mind that your representative is much more than a consultant and LED expert. As the connection between you and ISOLED®, this person would also assist you during the RMA process.

The field sales force and the RMA / QA department of ISOLED® boasts ample technical and commercial skills and the corresponding freedom of action to make

- » fast,
- » effective and
- » sustainable

decisions on dealing with serious complaints.





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RMA-Tool: simplicity through automated processes!

With more than 2,300 brand-name products and more than 11,000 customers and partners in Europe, automated processes are a must to provide customer-oriented and sustainable full service of the highest quality

ISOLED® RMA tool is the central interface for recording and tracking complaints arising from

- » Transport damage,
- » Missing or incorrect deliveries
- » Optical or haptic defects,
- » Product failures or
- » Product defects

and primarily serves the investigation and approval of guarantee and warranty claims.

24/7 available for you

The RMA tool is available 24 hours a day, 7 days a week at **isoled.shop**. The tool facilitates communication and a faster complaint processing and resolution. Cases are unmistakably documented, annotated and archived with the reference number and the barcode. This creates mutual transparency. Our customers and partners can monitor their complaints via their associated RMA status.

Trust is good but control necessary!

Internal audit procedures to determine the cause of any complaint only start after this has been resolved to the complete satisfaction of customers and partners. Our regulated multi-stage quality assurance seeks the root cause of every complaint. This process considers all quality characteristics arising from

- » Product Development / Design,
- » Procurement,
- » Materials Management,
- » Production
- » Sales
- » Logistics and
- » Process Management

From wrong deliveries to damaged packaging, internal quality planning aims to keep the customer-related return ratio as low as possible, and use the findings from the root cause analysis to improve products and processes.





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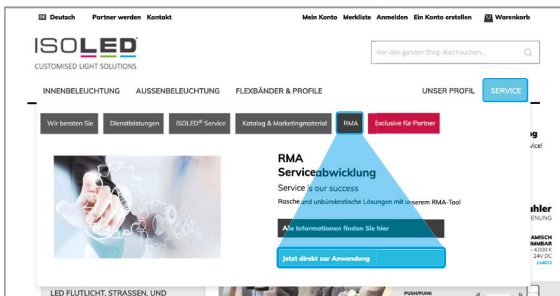
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RMA-Guide - Quick and unbureaucratic solutions with our RMA tool

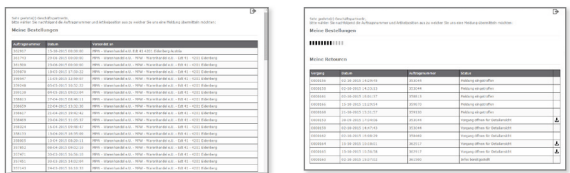
1. Go to the ISOLED® ordering platform **isoled.shop**

2. Move your mouse over the menu button „SERVICE“ and onto the button „RMA“.

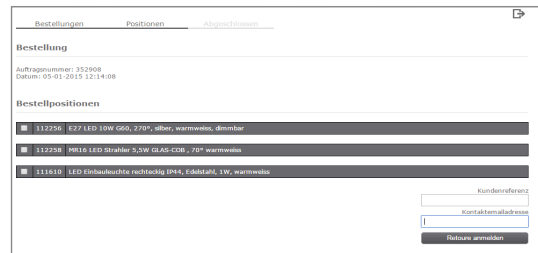


Enter your delivery note number and your postal code and click „Next“

3. In both cases you arrive at the overview „My Orders“ and „My Returns“. You can now select your order, where you will find the rejected product or view the status of your return.



4. New Complaint: Select the order and the corresponding product, containing the product which is the subject of the complaint.



5. Now, please follow the instructions and describe your complaint by carefully filling out all the fields in the form. You can also upload a photograph
Note: The more accurately you describe your complaint (you can also upload a photograph), the faster and more efficiently we will be able to deal with it.



6. By completing and submitting this form you initiate your return report. Complete this process by clicking on „Return Report“.

7. Your return report is now recorded and will be processed promptly by our quality and product department