## MobileSentrix RMA Process

1. Log-in to Mobilesentrix account-> Left-hand side of page scroll down until you find "Services"-> Select "Product Returns/Rma"->



3. Ensure all items you are sending back have been marked Defective in Portal and no longer in the store inventory.

4. Scan MS Barcode and use the drop down to choose the reason we are returning the item-> Select the store's preferred shipping method and create a shipment and enter tracking number into the box.(If needed for first time shipping address is in Red box with submit button)-> Check the Device Returns Box-> Use dropdown to select you stores address for "Return Address"-> "Submit"

Alternative  <	Apple Samsung Motorala	LG OB	er Parts Game Console Accessories Tools & Supplies Refurbishing Bo	ard Componen	ts Pre-Owned Devices	
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415 WULLEY MG WALLEY MG O'UNTLY VARGAN 2003			MOBILESENTRIX ATTENTION: RETURNS DEPARTMENT			
			4315 WALNEY RD. CHANTELY VIRGINIA 20161			

5. Click "View"-> Print what appears with "Ctrl-P"-> Put in box with items and put on shipping label->

