

MobileSentry RMA Process

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

Item	Order ID	Date	Name	Location	Price	Status	Action
IMPORT ORDER	103484830	09-21-2022	John Bailey	uBreakifix Elkhart	\$1724	With Courier	View
REQUEST FEDEX REFUNDS	103474231	09-18-2022	John Bailey	uBreakifix Elkhart	\$10.60	Delivered	View
DEVICES	103473128	09-17-2022	John Bailey	uBreakifix Elkhart	\$9.14	Delivered	View
DEVICE APPROVAL REQUEST	103468204	09-16-2022	John Bailey	uBreakifix Elkhart	\$74.17	Delivered	View
PAYMENT INFORMATION	103455583	09-13-2022	John Bailey	uBreakifix Elkhart	\$47.92	Delivered	View

Account Information

Contact Information (191799) [Edit](#) | Newsletters [Edit](#)

John Bailey
elkhart@ubreakifix.com
[Change Password](#)

You are currently not subscribed to any newsletter.

Address Book [Manage Addresses](#)

Default Billing Address: John Bailey, uBreakifix Elkhart, 4568 ELKHART RD, STE 300, Elkhart, Indiana, 46517, United States

Default Shipping Address: John Bailey, uBreakifix Elkhart, 4568 ELKHART RD, STE 300, Elkhart, Indiana, 46517, United States

2. Click “Submit New RMA”

PRODUCT RETURNS

[Submit New RMA](#)

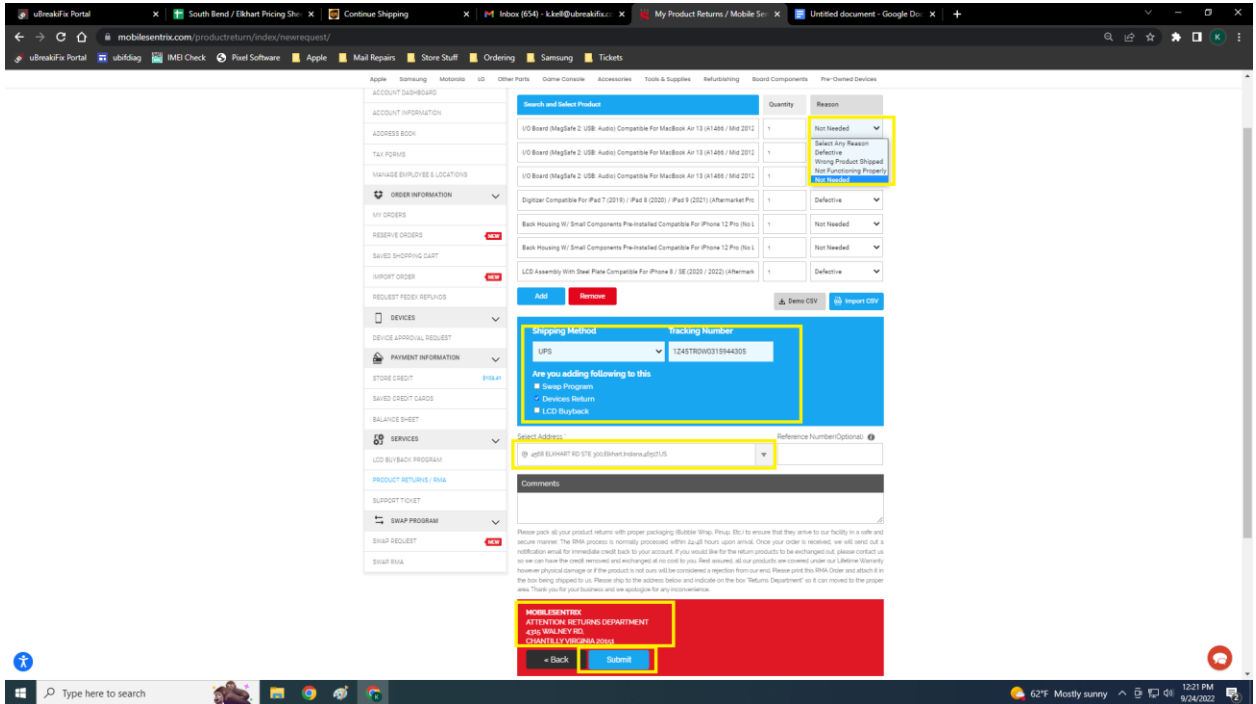
Recent Requests

RMA Number	Date	Ship To	Location	Status	Track #	Credit
RMA Number	F: 08/24/2022 T: 09/24/2022	Ship To	Location	All	Track #	From

You have no return request available in last 31 day(s).

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

- 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"



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

