

1. Log in to <https://support.promise.com>
2. From the "RMA Support" dropdown select "Open RMA"
3. Click on the Support Case Approved for RMA

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**PROMISE**  
TECHNOLOGY, INC.

Support

Product Registration | Web Support | **RMA Support** | Knowledge Base

Open RMA  
Reply to RMA  
PSP Onsite Part Replacement

**Welcome to PROMISE RMA Request**

Note: Please have a supporting case ID prior to creating RMA. Approval from tech support for RMA's to proceed.

Support Cases Approved for RMA	Reason	Request Date
<a href="#">20121023085139S</a>	I do not know what the problem is	10/23/2012 8:51:00 AM
<a href="#">20121023085718S</a>	I do not know what the problem is	10/23/2012 8:57:00 AM



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4. Select the Type of RMA.
5. Enter additional notes and click "Submit"

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### Welcome to PROMISE RMA Request

Fields marked with \* are required

Product	VTrak J-Class for Mac 16x2TB SATA Expansion Chassis
Serial Number	I4SU220000099
End of Warranty	February 2015
Date Purchased	
TLA Number	
Purchased From	

**Type of RMA \***

Please note that PROMISE will review and notify you upon completion of this request. The notification will be in the form of an email from rma@promise.com. Please make sure to set any email filters you have to accept emails from rma@promise.com.

Return and replace upon receipt of RMA

Advanced Replacement prior to returning product

Support Case ID  \*

\*



**For warranty purposes an invoice is required for all EMEA RMA requests - kindly attach below**

Attach


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6. Enter the "RMA shipping address"
7. If billing and shipping address are the same click "Yes". If the billing address is different select "No" to enter the billing address. (Required only if a credit card is submitted).
8. Enter credit card and carrier information in fields provided.
9. Click "Submit"

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### RMA Shipping Address

City	<input type="text" value="Fremont"/>	
First Name	<input type="text"/>	*
Last Name	<input type="text"/>	*
Middle Initial	<input type="text"/>	
Company	<input type="text" value="Promise Technology"/>	*
Job Title	<input type="text"/>	
Address	<input type="text" value="47654 Kato Road"/>	*
	<input type="text"/>	
City	<input type="text" value="Fremont"/>	*
State	<input type="text" value="CA"/>	*
Zip	<input type="text" value="94538"/>	*
Country	<input type="text" value="United States of America"/>	*
Email	<input type="text"/>	*
Phone	<input type="text"/>	*
Fax	<input type="text"/>	

**Is your Shipping Information same as Billing Information?**     Yes  No \*

### Credit Card Information

- Credit Card and Carrier information are not mandatory, and you may click on the SUBMIT button to skip to the next page
- Credit card information is required for Cross Shipped Items, and for Advanced Replacement items requesting a higher shipping priority
- If you prefer to use your own method of shipment please fill out the Carrier Information.

Credit Card Type	<input type="text" value="-- Select --"/>
Credit Card Number	<input type="text"/>
Card Holder Name	<input type="text"/>
Card Expiration Date	<input type="text" value="Month"/> <input type="text" value="Year"/>
Card Security Code	<input type="text"/>



### Carrier Information

Carrier	<input type="text" value="-- Select --"/>
Carrier Account Number	<input type="text"/>
Method of Shipment	<input type="text" value="-- Select --"/>

Change Shipping Address
Submit
Back

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10. The last page will let you verify that all information entered is correct.
11. Click "Submit" to complete submission of RMA request.



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### RMA Confirmation

Product	VTrak J-Class for Mac 16x2TB SATA Expansion Chassis
Serial Number	I4SU22000099
End of Warranty	February 2015
TLA Number	
Purchased From	
Date Purchased	
Type of RMA	Advanced Replacement prior to returning product
Reason For Return	Failed after 1 week of operation
Operating System	
RAID Config	
Drive Make	
Drive Model	
Mother Board	
Additional Notes	<input type="text" value="Enter additional notes here."/>
Attachments	

### RMA Shipping Address and Billing Address

First Name	
Last Name	
Middle Initial	
Company	Promise Technology
Job Title	
Address	47654 Kato Road
City	Fremont
State	CA
Zip	94538
Country	United States of America
Email	
Phone	
Fax	

### Credit Card Information

Credit Card Type	
Credit Card Number	
Card Holder Name	
Card Expiration Date	
Card Security Code	

### Carrier Information

Carrier	
Carrier Account Number	
Method of Shipment	

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