



**STORZ & BICKEL**

# **INSTRUCTIONS**

creating a repair request (RMA)  
on smartphone

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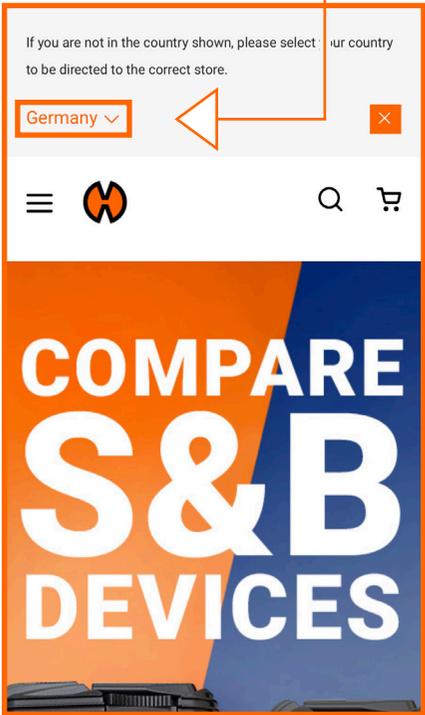
## CUSTOMER ACCOUNT CREATION

How do I create a customer account?

By creating a customer account you already  
earn 200 S&B Points. Learn more:  
[www.storz-bickel.com/sb-points](http://www.storz-bickel.com/sb-points)

**Step 1**  
Open website:  
www.storz-bickel.com

choose your country if  
the correct one isn't  
already selected.\*

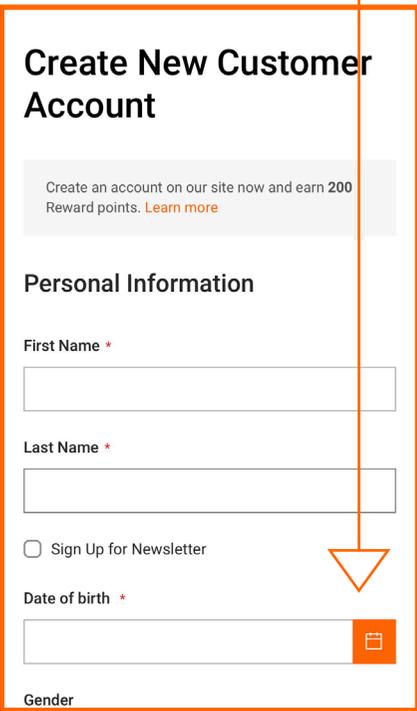
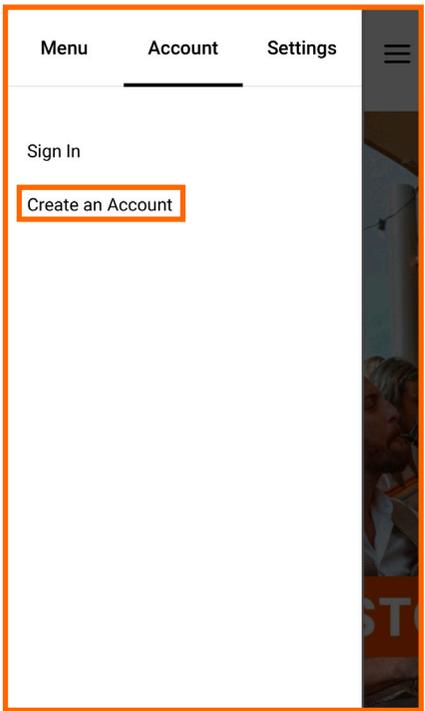
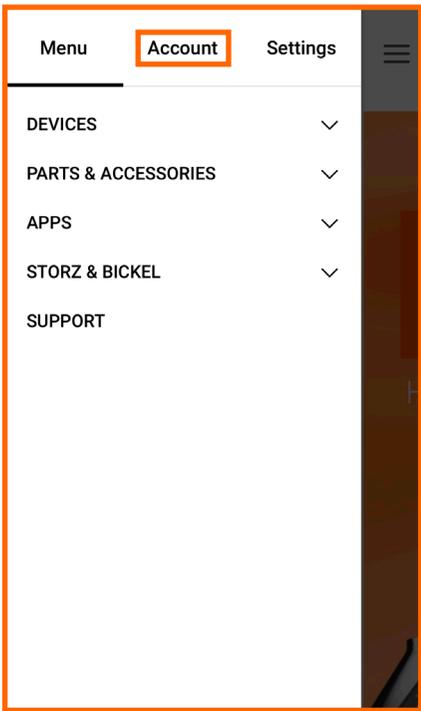


**Step 2**  
Create account.



All fields marked with a \*  
are required fields.

To open a customer  
account, you must be at  
least 18 years old.



**\*The correct country must be selected in order to complete the RMA application.**

### **Step 3**

Confirm your e-mail address.

We will send you an e-mail notifying you about your customer account creation.

Follow the instructions in the e-mail and confirm your e-mail address to complete the registration.



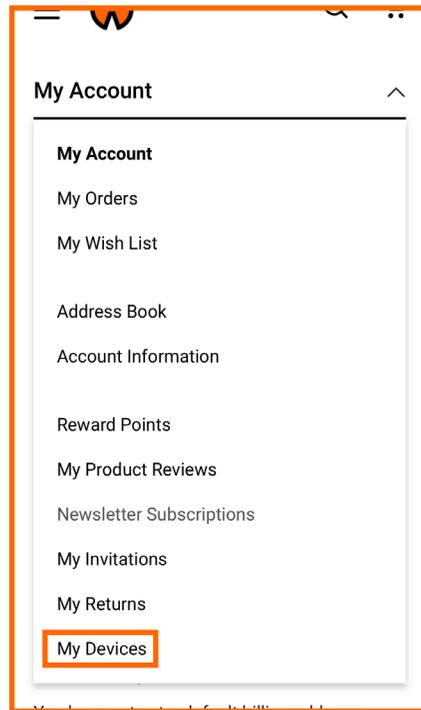
**Once you have created your customer account, you can register your S&B devices.**

## **DEVICE REGISTRATION**

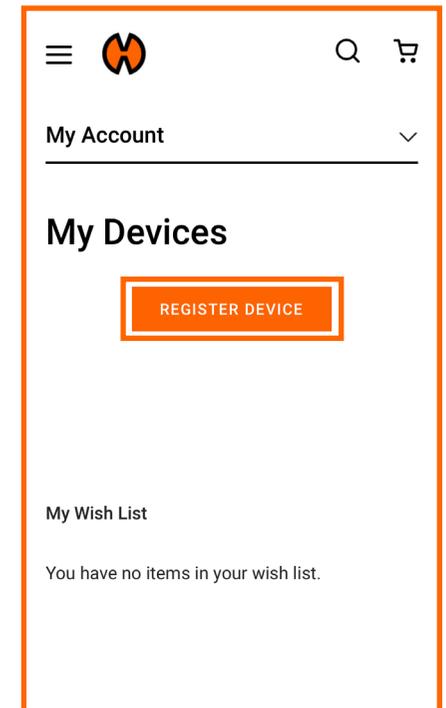
How do I register my devices?

After confirming your e-mail, you can log in and access several features.

**Step 4**  
Select  
„My Devices“.



**Step 5**  
Select  
„register device“.



## Register your device.

### Step 6

Fill in all info.

The screenshot shows a web form titled "My Devices" with a sub-heading "Device registration". It contains the following fields and elements:

- Enter Serial Number \***: A text input field.
- Product Type \***: A dropdown menu with "--Please Select--" and a downward arrow.
- Invoice Date \***: A date input field with a calendar icon on the right.
- Invoice \***: A dashed box containing a download icon and the text "Click here or drop a file on this area." Below it, it says "Allowed file types: .pdf, .jpg, .jpeg, .png (max. 2MB)".
- SUBMIT**: An orange button at the bottom.

If the invoice date is unknown, you can send an e-mail with the serial number to [info@storz-bickel.com](mailto:info@storz-bickel.com) and request it.

If no invoice is available, a photo of the serial number can be uploaded.

In some cases the registration gets rejected due to missing or incorrect information.

**Step 7**  
Select „Submit“.

You will receive a confirmation e-mail once the registration of your device was successful. This can take up to 72 hours.

## **RMA INITIATION**

How do I create a Return Merchandise Authorization (RMA)?

Once your Device is approved for registration you can create an RMA.

My Account

My Devices

state: Registered

Initiate RMA

You can check the state of your device here any time.

**Step 8**  
Select „Initiate RMA“.

**Step 9**  
Fill in RMA.

My Account

Create New Return

Country \*

--Please Select--

Region

First name \*

Marc

Last name \*

Ringgenburger

Address \*

Addition to address

**Step 10**  
Select „Start RMA“.

Currency \*

Euro

Price \*

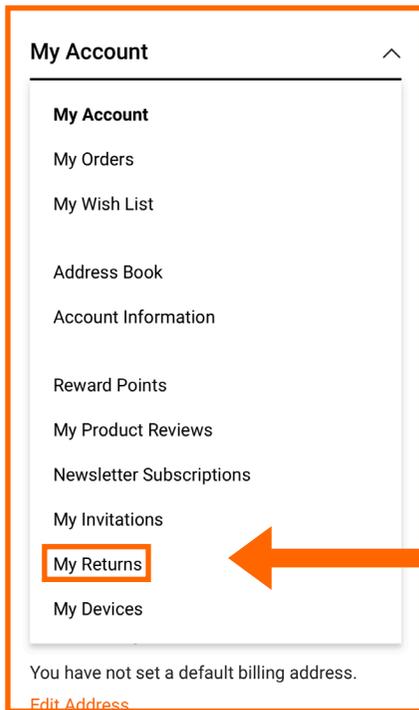
Serial number \*

Error description \*

START RMA

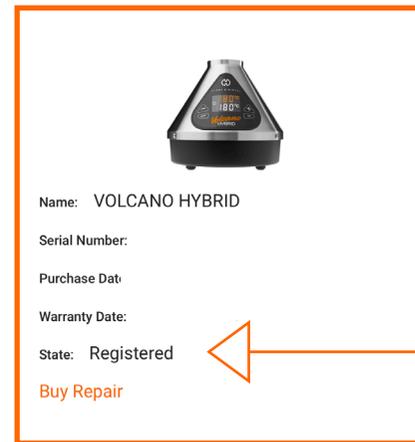
RMA has now been initiated. You will receive a confirmation email from the service department. This can take up to 72 hours.

The RMA state can be checked in the customer account under „My Returns“.



We will send you an e-mail notifying you when the state of your RMA changes.

**Step 11**  
Select  
„My Returns“.



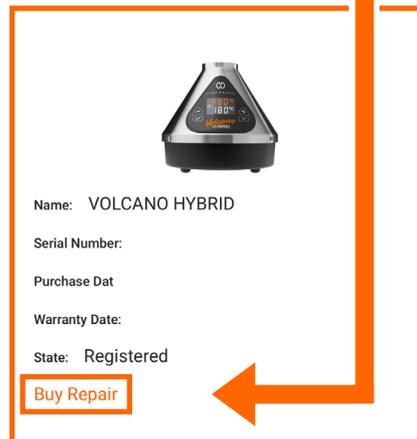
You can check the state of your device here any time.

## **PAID REPAIR**

How do I buy a paid repair?

## Buy a Paid repair.

**Step 12**  
Select  
„Buy Repair“.





Name: VOLCANO HYBRID

Serial Number:

Purchase Dat

Warranty Date:

State: Registered

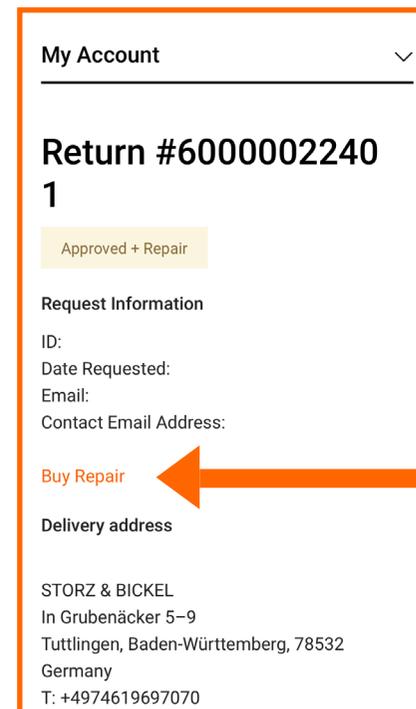
**Buy Repair**

In some cases the **„Buy Repair“** Button can be found on a **different location**. As seen on **Page 14**.

In some cases the „Buy Repair“ Button can be found in a different location.



**Step 12.1**  
Select  
„View Return“.



**Step 12.2**  
Select  
„Buy Repair“.

Choose the repair case which fits best to the defect of your device.

**Step 13**

Select a fitting repair.

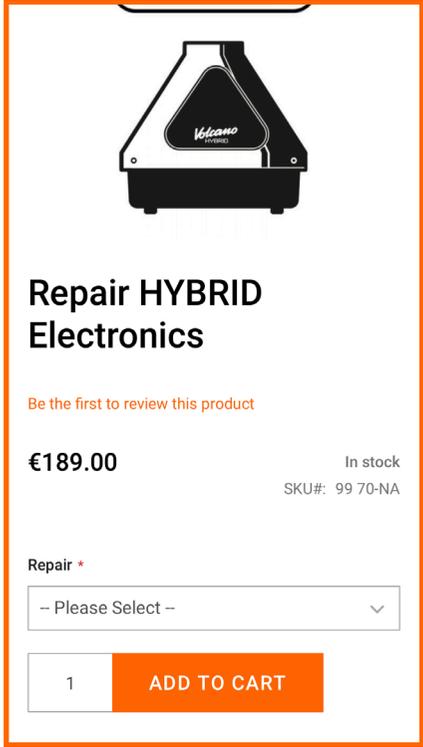


A grid of four repair options, each with an icon, a device image, a title, and a price. The top-right option is highlighted with an orange border.

  <b>Repair HYBRID ONYX Electronics</b> 189,00EUR	  <b>Repair HYBRID Electronics</b> 189,00EUR
  <b>Repair HYBRID Housing</b> 139,00EUR	  <b>Repair HYBRID (ONYX) Heating</b> 139,00EUR

**Step 14**

Choose the serial number you want to buy a repair for.



A product page for 'Repair HYBRID Electronics'. It features a device image, a title, a price of €189.00, and an 'ADD TO CART' button. A dropdown menu for 'Repair' is set to 'Please Select'.

  
**Repair HYBRID Electronics**  
Be the first to review this product  
**€189.00** In stock  
SKU#: 99 70-NA

Repair \*  
-- Please Select --  
1 **ADD TO CART**

**Step 15**

Select „Add to cart“.

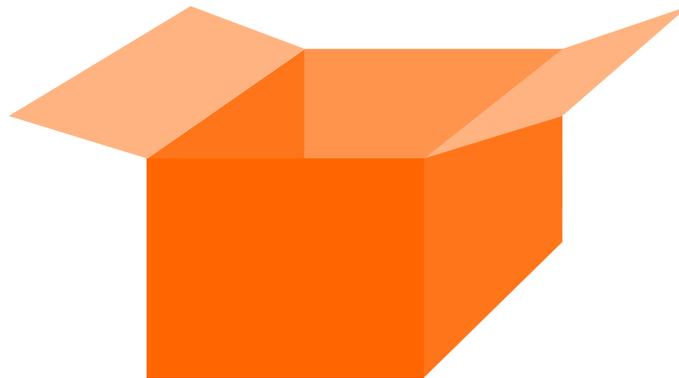
If you are unsure which repair case is right for your device, you can check the descriptions of the repair cases or contact [service@storz-bickel.com](mailto:service@storz-bickel.com).

Follow the instructions of the check-out process.

### **Step 16**

Return your defective device.

Please follow the packaging notes in your RMA confirmation e-mail or at [www.storz-bickel.com/service](http://www.storz-bickel.com/service) under the heading „Further information“ when sending us your device.



**The RMA state can be checked in the customer account under „My Returns“.**



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