RMA Request Procedure

Our RMA procedure in short

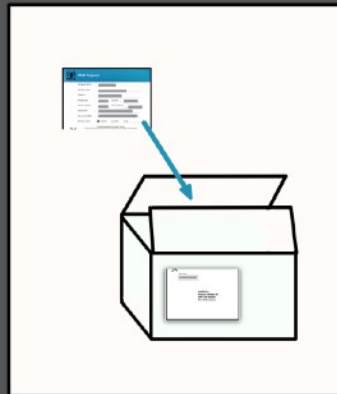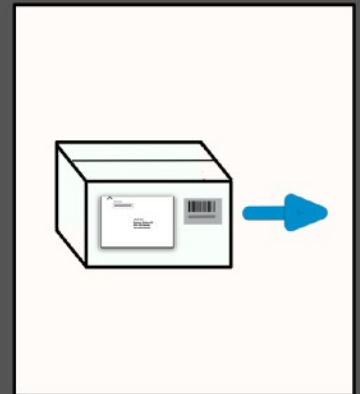|			
Send RMA email to support@1M2M.eu	When you get receive RMA number, please fill in our RMA form.	Place the bottom half of the RMA form on the outside of the box and the top half inside with the device and make sure it is packed well	Send the package to 1M2M. As soon as we recieve the package we will check the device and contact you.
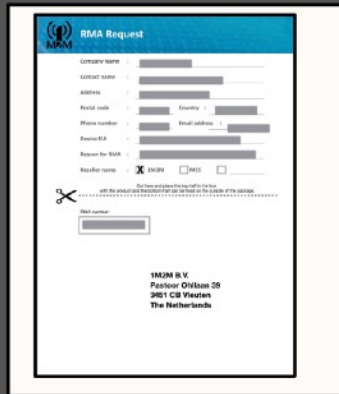
1M2M RMA procedure:

1) Send an RMA request email to support@1m2m.eu
2) When you receive the RMA number you can fill in the RMA form. Make sure the RMA number you received is filled in on the form.
3) Place the address part (bottom) on the outside of the box and place the top part with the device inside the box, make sure it is well protected for shipping
4) Send the box to 1M2M and wait for our response. We will look into the RMA within 2 weeks after receiving the package.

RMA Request form

Company Name   : _____

Contact name   : _____

Address   : _____

Postal code   : _____   Country   : _____

Phone number   : _____   Email address   : _____

Device EUI   : _____

Reason for RMA   : _____

Reseller name   :   ☐ 1M2M   ☐ MCS   ☐ _____

Cut here and place the top half in the box
with the product and the bottom half can be fixed on the outside of the package.

RMA number:

1M2M B.V.
Molensteyn 60
3454 PT De Meern
The Netherlands