

Creating a warranty application in eCom

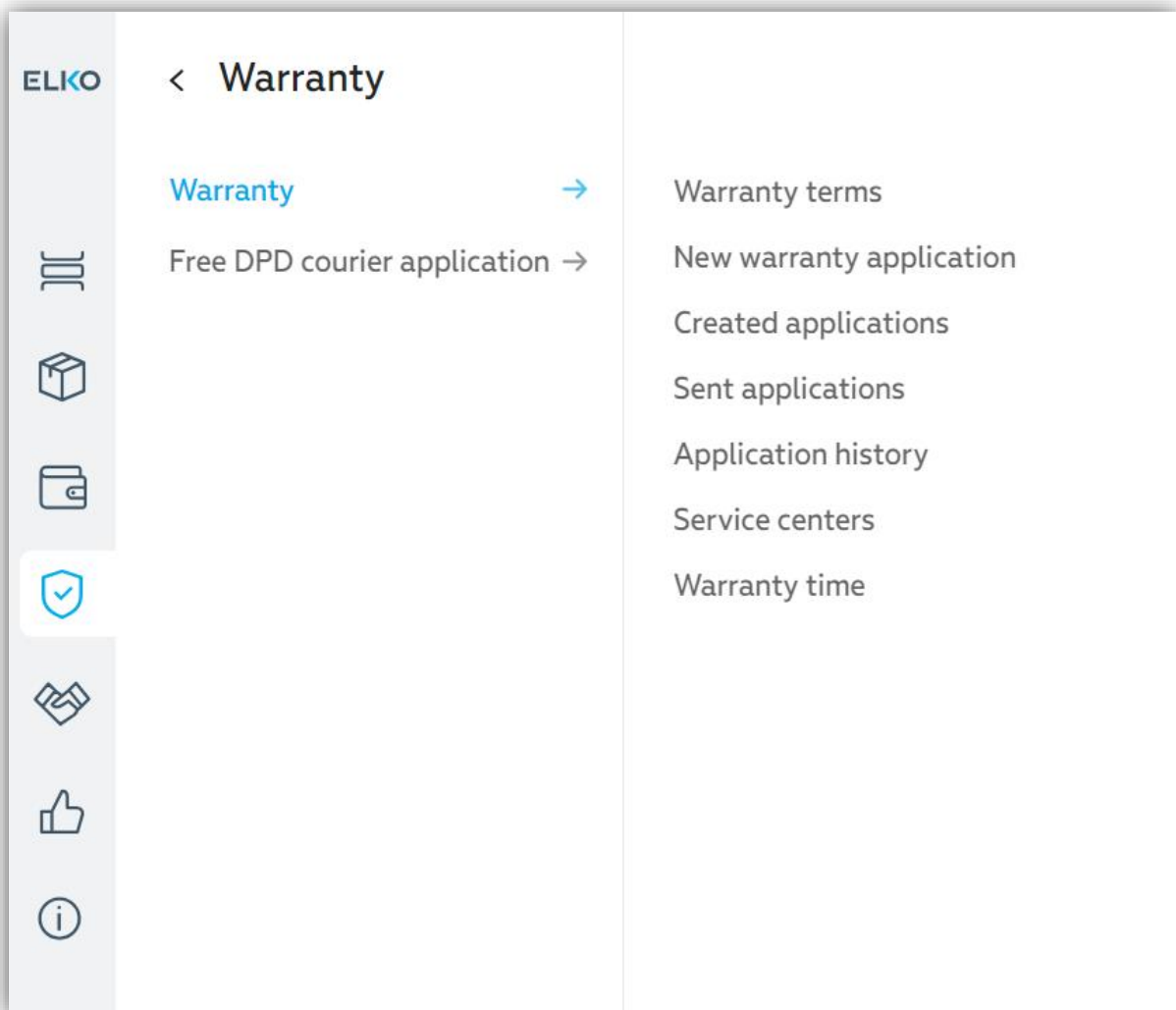
(Instructions)

This guide will take you step by step through the process of applying for a warranty for goods purchased from ELKO Group (hereinafter referred to as ELKO).

1. Go to the eCom

To apply for a guarantee, go to ecom.elkogroup.com

All options related to warranty service can be found under **Warranty**



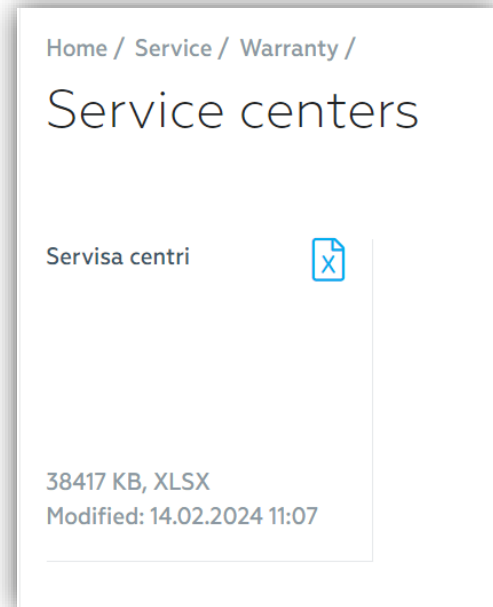
2. Find out which service centre provides warranty services for your product

A list (.xlsx format) of all service centres can be found under **Warranty → Service centers**

Your next step depends on who provides warranty services for your brand and product group:

ELKO → continue with point 3 of this instruction.

Other company → Contact the company listed to apply for a warranty.



3. Creating a warranty application if ELKO is the warranty provider for the product

If ELKO is the warranty provider for the defective product*, a warranty application can be completed and submitted via eCom under **Warranty → New warranty application**

***Only products purchased at ELKO can be claimed under the ELKO warranty!**

- 3.1. **Provide the contact and delivery address** for ELKO RMA to return the product after warranty service.
- 3.2. **Find the product.** Use the search criteria provided (preferably the serial number, if applicable) to find the specific faulty product you bought from ELKO. Once the parameters have been entered, click "Search".
If you can't find what you're looking for, see Section 3.5 (Manually adding an item). If you need to enter a large number of products in one application, there is an option "Import products from file".

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New warranty application⁹

Due to changes in work organization due to Covid limitations, RMA service may take longer, especially if the product needs a repair. Thank you for your patience and understanding!

▪ [RMA PACKAGING GUIDELINES](#) 3.1.

APPLICATION COMPLETION

Contact person: Application name:

Phone: Delivery address:

3.2.

SPECIFY SEARCH CRITERIA

Serial number: Product name:

ELKO code: Invoice:

Manufacturer code: Invoice date:

3.3. Add the product. If you find the product you want in the search results, click "Add". A *pop-up* window will open (see section 3.4).

SPECIFY SEARCH CRITERIA


Serial number: Product name:

ELKO code: Invoice:

Manufacturer code: Invoice date:

3.3.

SEARCH RESULTS

ELKO code	Product name	Serial number	Warranty period	Invoice	Invoice date	Warranty valid until	
1332260	WRL REPEATER 300MBPS BLACK WNP-RP300-03-BK GEMBIRD		24 months	LV571841	27.07.2023	27.07.2025	 Add

3.4. Give details of the defect. Select the type of defect from the defined descriptions or use the comment field to describe the defect in detail.

If the equipment has a depreciation certificate/report from an authorised service centre, place the bunch in the appropriate place and attach a scanned copy of the depreciation certificate/report. If you have test results, these can also be attached as a file. Once all the information has been entered, click "Add" and you will be returned to the original view of the application.

Home / Service

New w

Due to changes

RMA

APPLICATION

Contact pers

Phone:

WARRANTY A

ELKO code

1332260

Send

SPECIFY SEAR

Serial numbe

ELKO code:

Manufacture

Search

Information about product

INFORMATION ABOUT PRODUCT

ELKO code: 1332260

Serial number*:

Warranty period: 24 months

Product name*: WRL REPEATER 300MBPS BLACK WNP-RP300-03-BK GEMBIRD

Invoice: LV571841

Invoice date*: 27.07.2023

End of guarantee term: 27.07.2025

3.4.

PRODUCT DEFECT DESCRIPTION

Choose the relevant product defect description:

Choose the relevant product defect description. Describe as possible detailed how the defect was submitted in English. If the defect will be rejected, the department can reject the application.

Select

- Not detecting
- Wi-Fi not working
- Loosing connection

0/256

Add Service Centre conclusion

Select

Comments:

Add

repair. Thank you for your patience and understanding!

Riga, Toma iela 4

+ Add

Import products from file

Invoice	Invoice date	Warranty valid until	
V571841	27.07.2023	27.07.2025	...

Date from

Date To

- 3.5. (option) Manual addition of an item.** If the item is not found or you need to register several items from one consignment note, you can use manual registration by using the "Add" button and enter the defect details as described in 3.4. An ELKO RMA staff member will check the data.

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3.5.

Due to changes in work organization due to Covid limitations, RMA service may take longer, especially if the product needs a repair. Thank you for your patience and understanding!

- [RMA PACKAGING GUIDELINES](#)

APPLICATION COMPLETION

Contact person: Application name:

Phone: Delivery address:

3.6. Submission. If you want to add more than one item to the same application, repeat the steps above. Once all the items have been found and added, make sure all the details are correct and click "Submit".

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New warranty application ¹

Due to changes in work organization due to Covid limitations, RMA service may take longer, especially if the product needs a repair. Thank you for your patience and understanding!

- [RMA PACKAGING GUIDELINES](#)

APPLICATION COMPLETION

Contact person: Application name:

Phone: Delivery address:

3.6.

WARRANTY APPLICATION PRODUCT LIST

ELKO code	Product name	Serial number	Warranty period	Invoice	Invoice date	Warranty valid until	
1332260	WR1 REPEATER 300MBPS BLACK WNP-RP300-03-BK GEMBIRD		24 months	LV571841	27.07.2023	27.07.2025	...

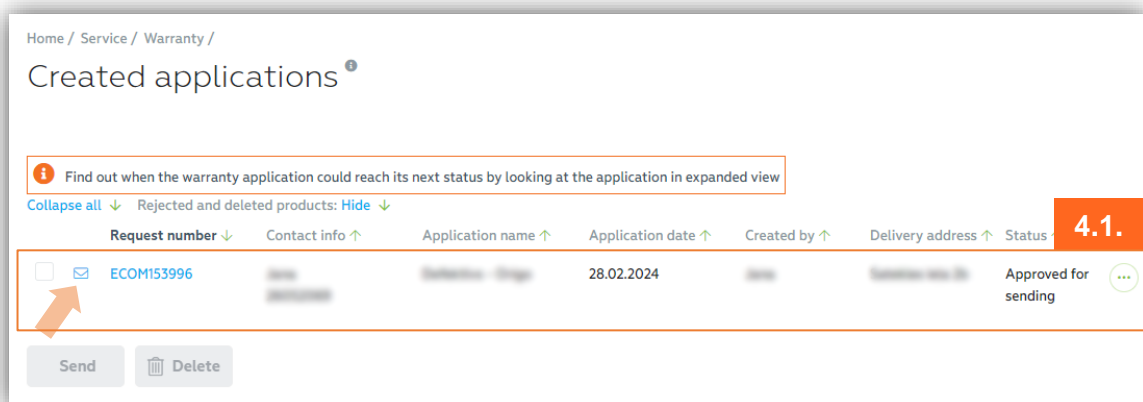
The application will be sent to ELKO's RMA Unit for processing.

Please wait for confirmation of the shipment to ELKO's RMA department!

4. Application processing and tracing

The application is processed according to the following process:

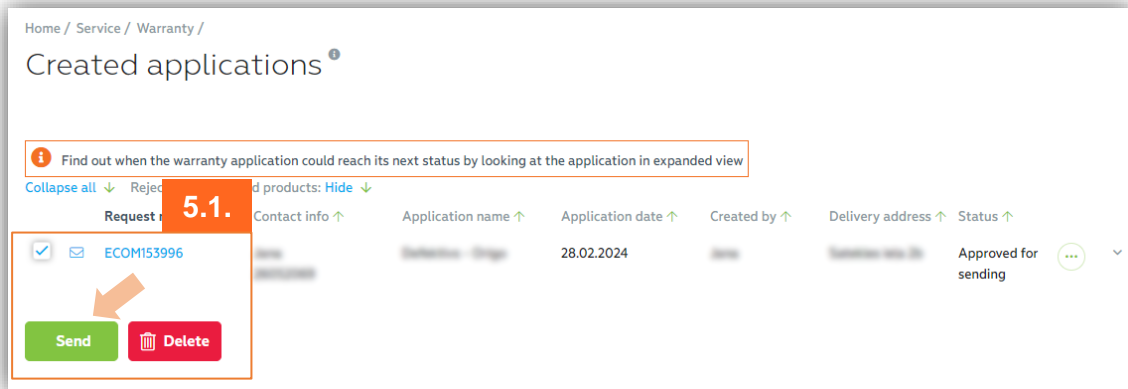
Application	All submitted applications can be viewed under Warranty → Created applications
Revision	The status of the application changes to "Pending". If during the examination process ELKO RMA has further questions about the defect, missing documents or any other information, a letter will be sent to you in eCom (a letter icon will appear next to the application and a notification that a letter has arrived will be sent to the applicant's email). By clicking on the letter icon you can view the content of the letter and reply (see Figure 4.1).
Confirmation of dispatch	After receiving all the necessary information, the ELKO RMA Unit will decide whether to approve (status Approved for transmission) or reject (status Deleted) the application.
Shipment of goods to ELKO	If the status of the application has been changed to "Confirmed for transmission", see further point 5.
Examination of the goods and decision	Upon receipt of the goods, the RMA department will inspect the goods. If the test reveals a defect, the product will be repaired, replaced with an equivalent or better product, or a credit invoice will be issued. If the test does not reveal a defect, an invoice of EUR 10 (excluding VAT) will be issued and the product will be returned.



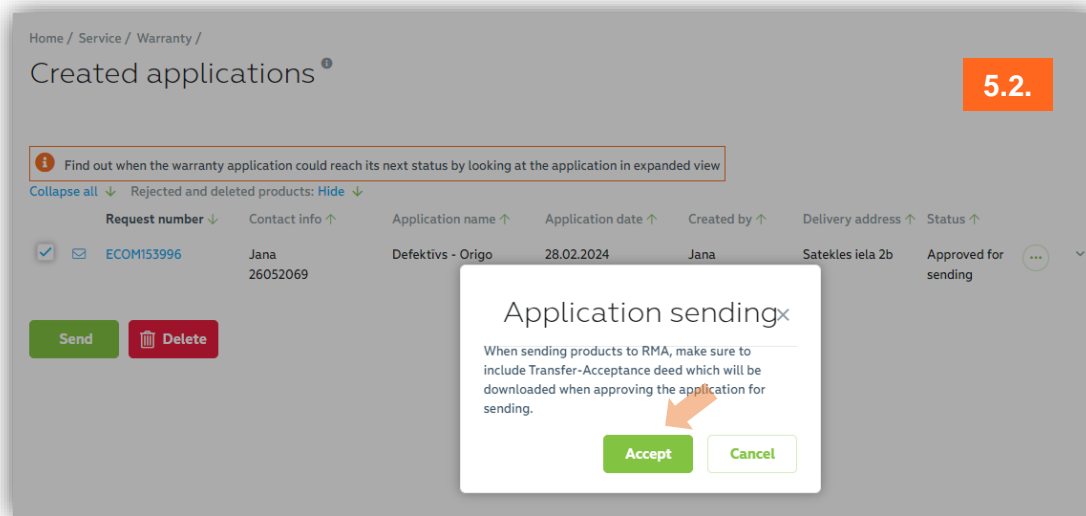
5. Shipment of goods to ELKO

Goods can be sent to ELKO's RMA department if the application is in the **"Confirmed for dispatch"** status.

- 5.1. Select the applications for which you want to send goods to ELKO.** Under "Prepared applications", tick one or more applications with the status "Confirmed for transmission" and click "Send".



- 5.2. Generate the Acceptance and Transfer Act.** Confirm the selected applications. This action will generate the acceptance transfer acts which will need to be printed and attached to the consignment.



- 5.3. Send the goods to ELKO.** You can do the shipping yourself or use ELKO's free DPD courier service (up to the limits set by [ELKO's guarantee conditions](#)). If you choose the free DPD courier service, please refer to section 5.4.
- 5.4. Request a courier.** For the receipt of damaged goods, ELKO provides a free courier service, which can be requested in the section **Warranty → Free DPD courier application → New courier application.**

1. Fill in the application form and indicate which products you want to send

2. Book a courier and print a DPD sticker

3. Pack the goods, attaching the p/n act, and stick the DPD sticker on the box

4. Hand over the goods to the courier

Home < Service < New courier application 5.4.

New courier application Active applications Application history

2/2 Number of remaining free DPD courier applications

Every month ELKO provides a certain number of free DPD courier applications based on your ELKO Service level. To apply for courier, complete free DPD courier application.

1. Information about delivery ^

Contact person *

Phone *

 E-mail *

Address *

Courier arrival date * Courier arrival time

Quantity of packages *

Comment for courier

2. Products for delivery v

Apply for courier and print DPD documents

Important!



When the product is sent to ELKO's RMA department, it must be complete and in the manufacturer's packaging. If the manufacturer's packaging is not available, the product may also be packed in other packaging suitable for transport.



Before taking your device to a service centre for repair, disconnect your device from active accounts and remove your password.



For other terms of the ELKO Guarantee (RMA), see - <https://ecom.elkogroup.com/warranty>