

How-to: Request an RMA

PHYTEC strives to provide quality products to our customers. If you receive one of our products that you feel does not meet our quality standard, please submit an RMA. All returned products are subject to our [Terms & Conditions](#) and must meet requirements defined in our [Return Policy](#).

All RMA's should be submitted through our [support portal](#), which requires a registered account. The login page, seen below, allows you to enter a user name and password if you have already created an account or sign up for an account if you don't already have one.

Login

Username

Password

Log in

☒ Keep me logged in

[Forgot your password?](#)

Don't have a login?

Sign up for an account to raise and comment on requests

[Sign up for an account](#)

Once logged in, you will see the PHYTEC Support Portal home page.

PHYTEC Support Portal


Requests


PHYTEC Support Portal


PHYTEC Americas Support


Welcome to PHYTEC Support. Search our knowledge base or create a support request below.


What do you need help with?


 **Technical Question**
Ask a technical question about PHYTEC hardware or software

 **General Product Support**
Ask a general question about PHYTEC Products

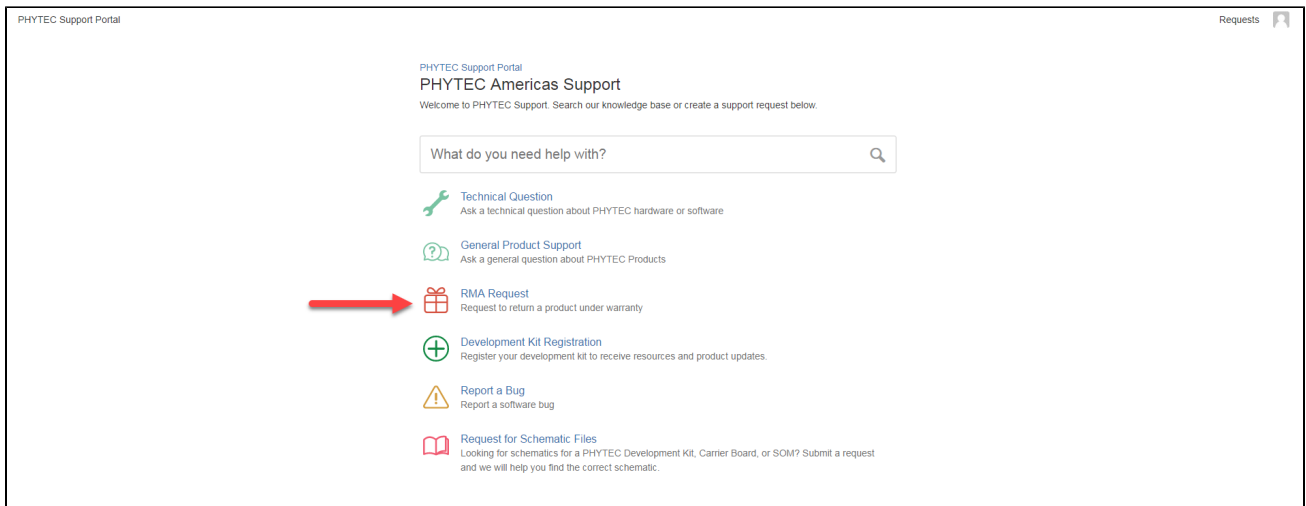
 **RMA Request**
Request to return a product under warranty

 **Development Kit Registration**
Register your development kit to receive resources and product updates.

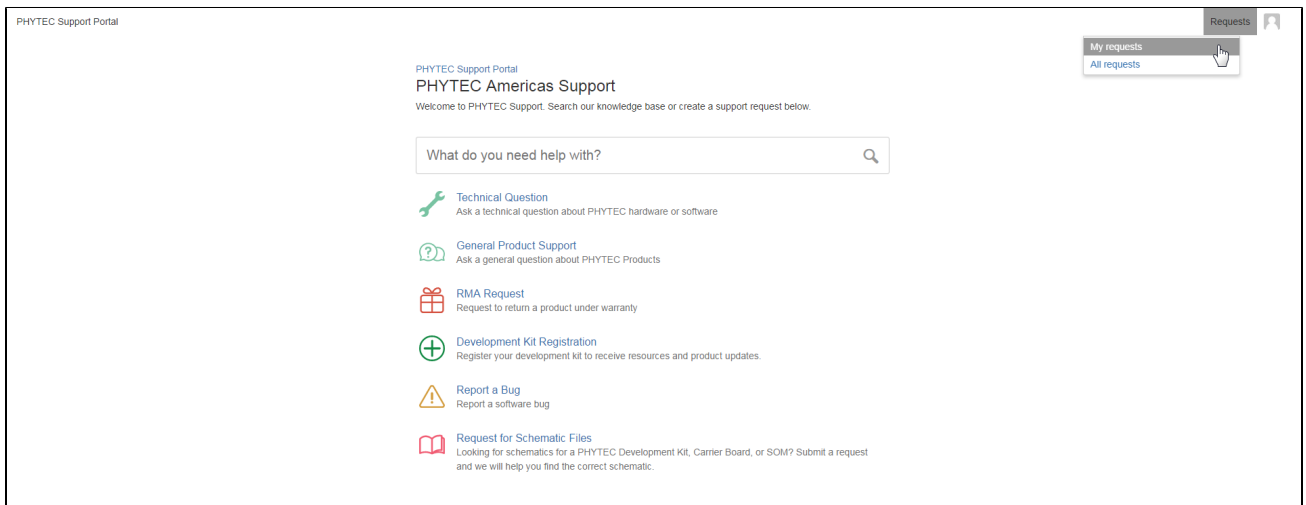
 **Report a Bug**
Report a software bug

 **Request for Schematic Files**
Looking for schematics for a PHYTEC Development Kit, Carrier Board, or SOM? Submit a request and we will help you find the correct schematic.

To create an RMA, select the 'RMA Request' option shown below. Fill out the form with the required information, then select 'Create'.



To view an open RMA, select 'My Requests' from the 'Requests' button.



This is everything you need to create and manage an RMA request. If you have any questions, you can submit a 'General Product Support' question from the Support Portal home page.

Thank you for choosing PHYTEC!