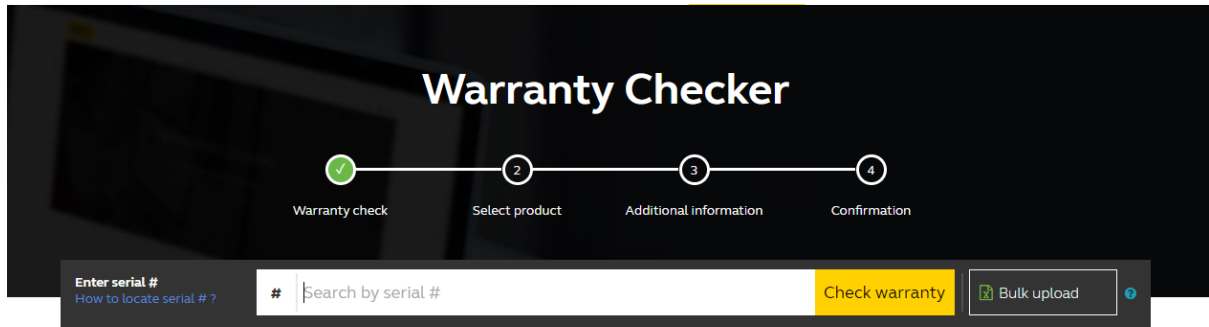


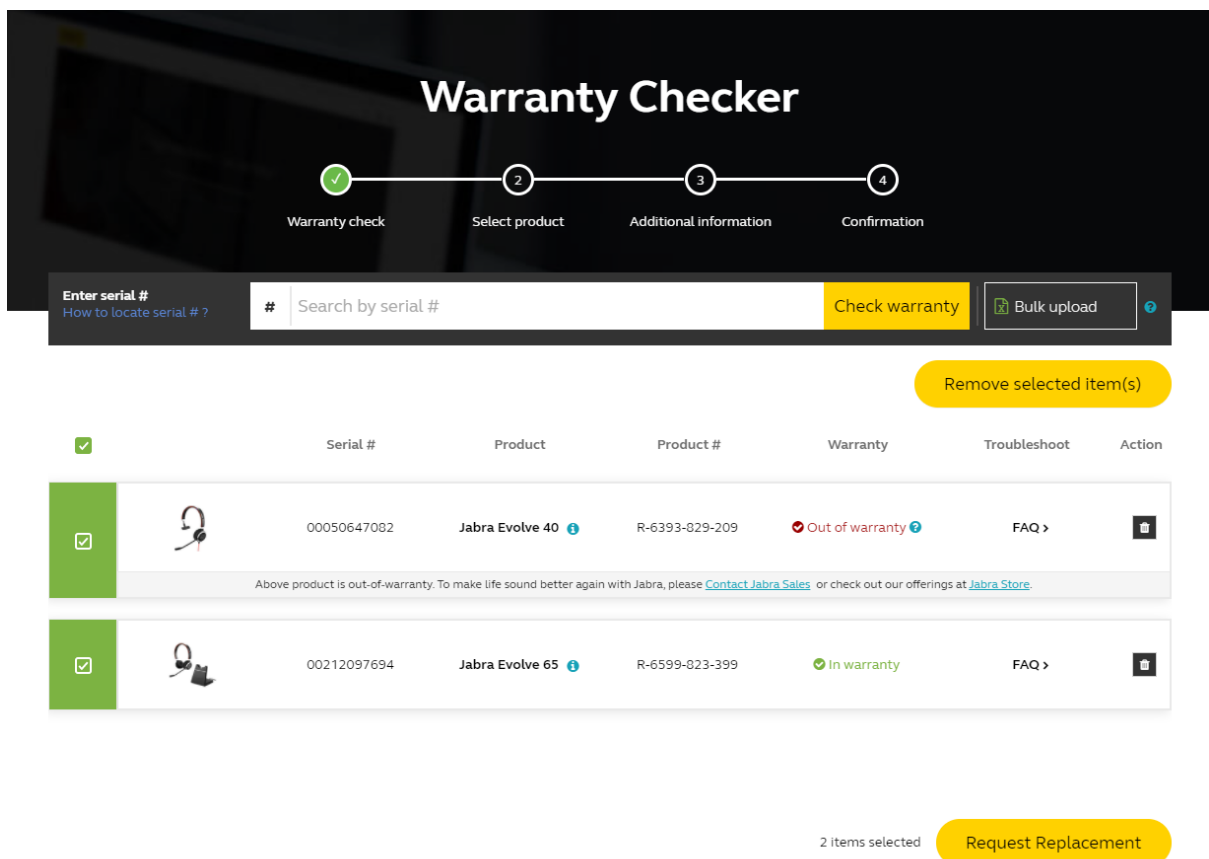
How to create an RMA in Jabra ServiceNet

1. After logging in, find the serial number of your product and type it in



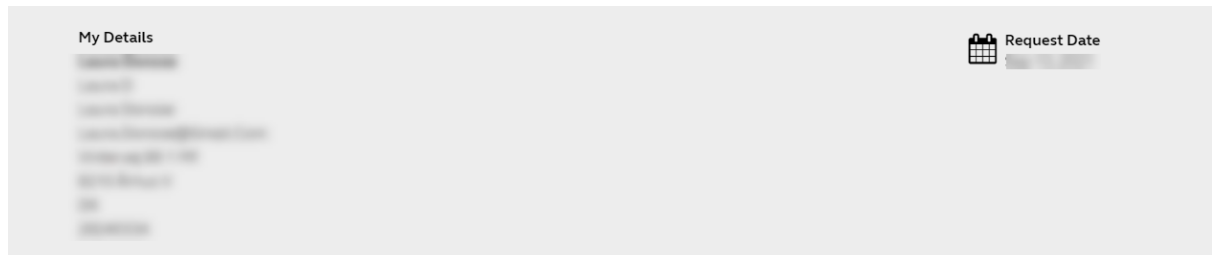
Note: as a partner, you have the option of a Bulk upload for up to 50 products at once

2. Select the product(s) on which you wish to make a request and click on Request replacement



Note: If one or more products show as Out of warranty, you will have to upload a proof of purchase for each product.

3. In this step you can
 - a) select the return reason for each product
 - b) upload proof of purchase, where needed.
 - c) use the Customer Line Reference Field to mark each line with your specific reference number.
 - d) remove lines if you have changed your mind.
 - e) When ready click Go to shipping



Jabra Evolve 40 Serial # 00050647082 Product # R-6393-829-209 Out of warranty

Above product is out-of-warranty. To make life sound better again with Jabra, please [Contact Jabra Sales](#) or check out our offerings at [Jabra Store](#).

Return Reason
a) Select a reason for return

Proof of purchase
Choose File No file chosen b)

Customer Line Reference Field (Optional)
c) Please add in here any additional details you wish to share

Previous step Go to shipping e)

4. In this step you can
 - a) select or edit your shipping address
 - b) add a secondary email address which should receive notifications about the parcels
 - c) add a reference for the entire package, that will show on the order confirmation
 - d) get an overview of your products
 - e) if you are not finished with the request, you can save it as a draft. *Note: a draft request will automatically be deleted after 7 days*
 - f) when ready accept terms and conditions and submit your return

My Details



Request Date

Select or edit shipping address > **a)**

Communication

The email notification will be sent to:

Primary recipient email

22/50

Order confirmation



Shipping label



Shipping and tracking notification



Secondary recipient email **b)**

0/30



Add your own reference **c)**

This reference will appear on the return order confirmation

0/30

Product(s) to return **d)**



Jabra Evolve 40 **i)**

Serial #: 00050647082
Product #: R-6393-829-209

Return Reason

Firmware will not update
[View Pop](#)

Customer Line Reference Field

Out of warranty



Jabra Evolve 65 **i)**

Serial #: 00212097694
Product #: R-6599-823-399

Return Reason

Battery will not charge

Customer Line Reference Field

In warranty

I accept the Jabra [terms and conditions](#) for the return delivery.

Previous step

e)
Save as Draft

f)
Submit return