The MHL Computer Products RMA process is NEW & IMPROVED!

Click on **RMA/REPAIR** on the menu to get to the Repair Services page, then click on the **Printer RMA Form button** in the upper right-hand corner:

Select your **Service Contract Type** from the options available, or Time & Materials if you are not under contract:

Easy as 1-2-3! When you select one of the service plans, you will see a description of the plan along with form fields to complete with your printer information.

Note that **REQUIRED** information includes the **Manufacturer & Model,**
Serial Number,
Problem Description,
and **Acceptance of the Terms & Conditions.**
Terms and Conditions can be found under the "**Additional Information**" tab in the lower portion of the page.

Shipping Boxes are available at a cost of $15.00 each plus shipping charges, if needed to return your printer. Just use the arrow markers on the side of the field to adjust the quantity of box(es) needed.

Click the **ADD TO ORDER** button to save this information. You can repeat this process for each printer you are returning. ②

When you click the ADD TO ORDER button, you will advance to the order summary page. You can click the Add Another Printer button to go back to the previous page and add another, or proceed with identifying your account and shipping instructions. ③

You can click the VIEW CART link in the page footer to be taken to a screen summarizing your RMA order information:

If all of your information is entered and correct, click the **PROCESS PRINTER RMA** button to continue finalizing your RMA order.

One of the big benefits of the new RMA method is the ability to **create and save your account information**, allowing for faster completion of information on future RMA orders. If you check the **Create an Account** checkbox, it will prompt you to enter a password to save your information, and on future RMA's you need only click the **Click Here to Login** link, enter your username and password, and your saved information will appear, along with the option to **enter and save multiple ship-to locations**.

The bottom of the page shows a summary of your order. Be sure to check the **I'm not a robot box**, then click the **Submit RMA** button to submit your RMA Order.

Instructions for shipping your printer and the **RMA Order number** are on the confirmation page, as well as emailed to you. Be sure to add rma@mhlcp.com to your safe/approved senders list to receive your email confirmation (or check your filtered folder if confirmation does not appear in your inbox after placing your RMA order).

If you have any questions, contact your MHL Sales Associate or Customer Service at 800-343-1764.