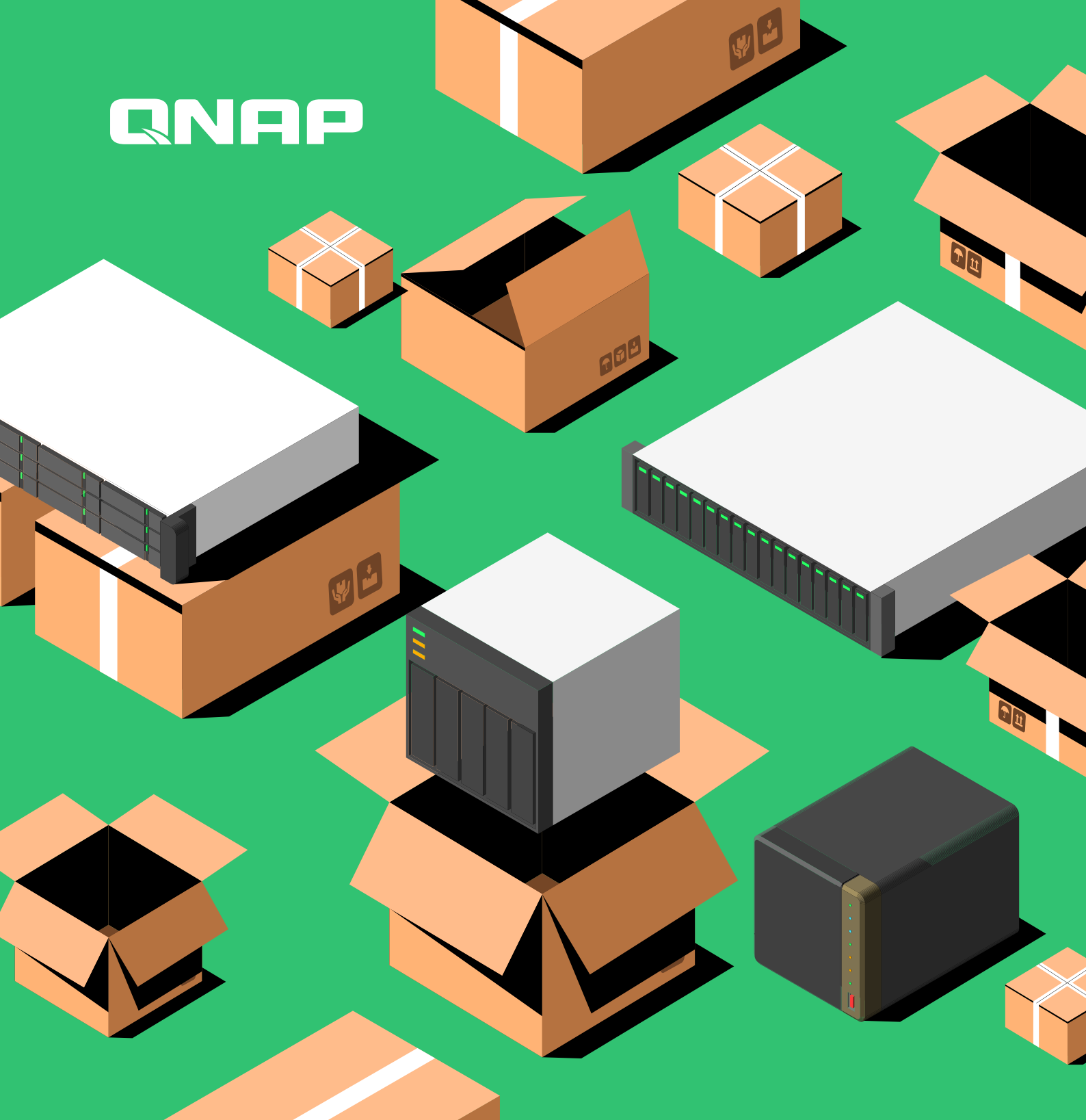




**QNAP**



# **RMA RETURN PACKAGING**

## GUIDELINES



## RMA RETURN PACKAGING GUIDELINES



RMA (Return Merchandise Authorization) packing requirements are guidelines and instructions that specify how products should be packaged and returned to QNAP when a customer requests a return or replacement due to defects, damage, or other issues. Proper RMA packing ensures that the returned products are protected during transit and can be efficiently processed by the receiving team. Here are some common RMA packing requirements:

### 01 Using QNAP's original packaging

- If the product was originally shipped in specific packaging, it is strongly recommended to return it in the same packaging, including the protective materials provided by QNAP. This helps protect the product and its accessories.
- Sealing: Properly seal the outer box using strong adhesive tape. Make sure the box is securely closed and will not open during transit.
- Product Labeling: Label the outer box with the RMA number, customer contact information, and any relevant tracking/shipping information provided by QNAP.
- Documentation: Include a copy of the RMA request form or packing slip inside the package. This helps the receiving team identify the purpose of the return and process it accordingly.
- Addressing: Clearly write or affix the return address, which is typically provided by QNAP, on the outside of the package.
- Photographs: Before sealing the package, consider taking photographs of the packed items. This documentation can be useful in case there are disputes about the condition of the returned product.



## Tower Model **Correct**



**Step 1 :**  
Place the lower layer of packaging materials first, then load the machine.



**Step 2 :**  
Add the upper layer of packaging materials and seal the box.

## Tower Model **Incorrect**

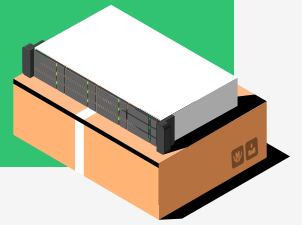


Insufficient packaging materials and excessive interior space within the box.



Transporting without using any packaging materials.





## Rackmount Model **Correct**



**Step 1 :**  
Place the lower layer of packaging materials first, then load the machine.



**Step 2 :**  
Add the upper layer of packaging materials and seal the box.

## Rackmount Model **Incorrect**



Insufficient packaging materials and excessive interior space within the box

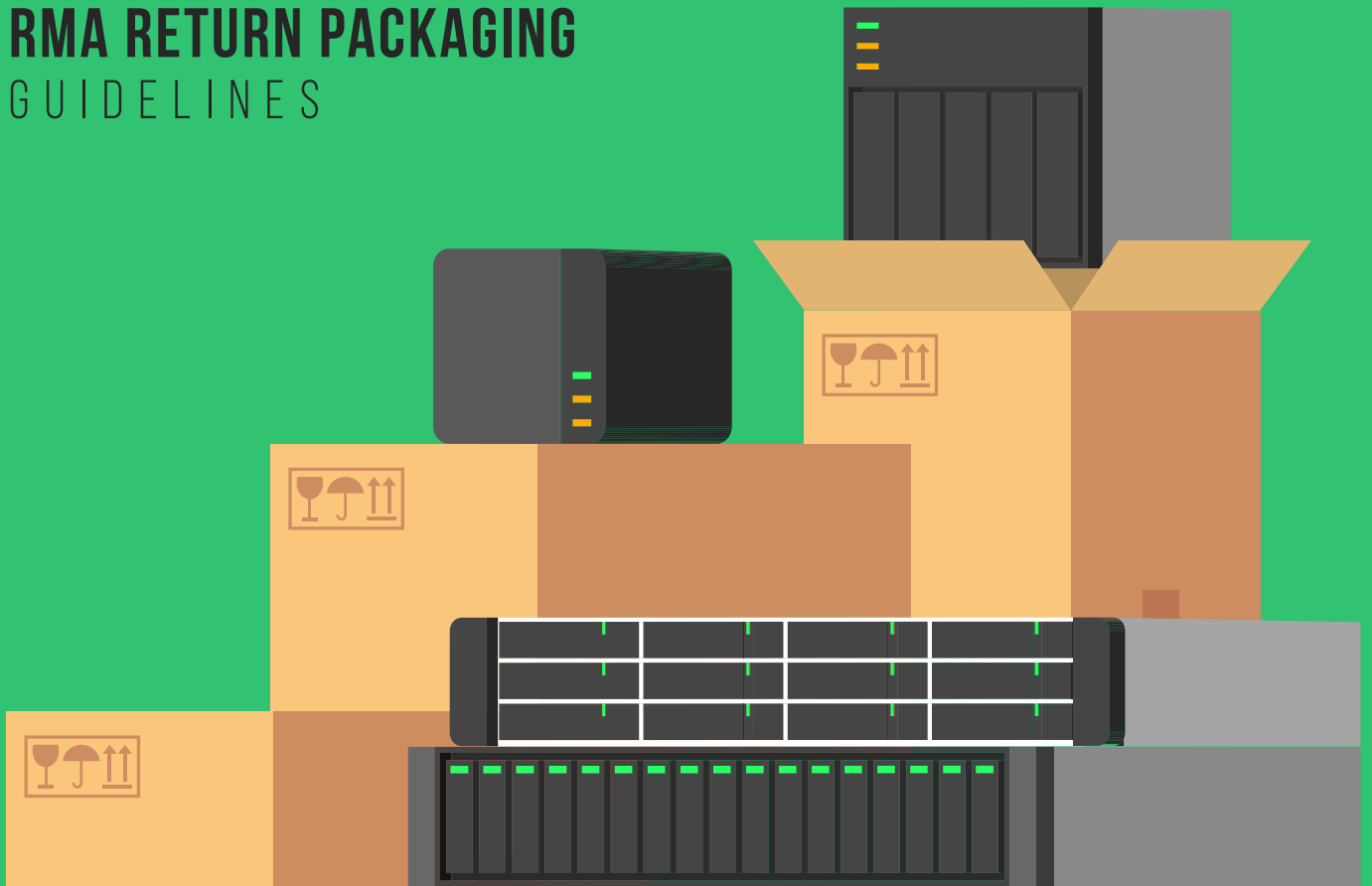


Transporting without using any packaging materials



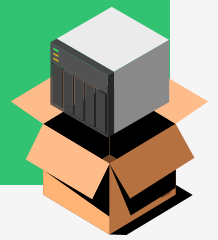


# RMA RETURN PACKAGING GUIDELINES



## 02 Not using QNAP's original packaging:

- Outer Packaging: Place the product itself in a sturdy outer box. The outer box should provide additional protection and cushioning.
- Protective Materials: Use appropriate protective materials such as bubble wrap, foam, or packing peanuts to ensure that the product does not move around inside the box during transit. This helps to prevent damage.
- Sealing: Properly seal the outer box using strong adhesive tape. Make sure the box is securely closed and will not open during transit.
- Product Labeling: Label the outer box with the RMA number, customer contact information, and any relevant tracking/shipping information provided by QNAP.
- Documentation: Include a copy of the RMA request form or packing slip inside the package. This helps the receiving team identify the purpose of the return and process it accordingly.
- Addressing: Clearly write or affix the return address, which is typically provided by QNAP, on the outside of the package.
- Photographs: Before sealing the package, consider taking photographs of the packed items. This documentation can be useful in case there are disputes about the condition of the returned product.



## Tower Model **Correct**



### Step 1 :

Fully protect and package the product using packaging materials. It is recommended to use 5cm thick foam or bubble wrap to safeguard the product.



### Step 2 :

Utilize sturdy cardboard boxes, fill all gaps with foam or bubble wrap, and ensure proper sealing to enhance protection.

## Tower Model **Incorrect**



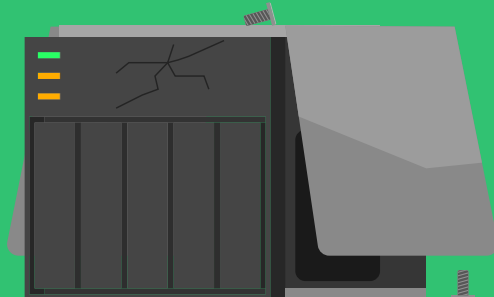
Insufficient packaging materials and excessive interior space within the box.



Transporting without using any packaging materials.



# RMA RETURN PACKAGING GUIDELINES



## Products damaged by using insufficient packaging



### Example 1 :

The tower NAS chassis and panel were damaged by shipping in an unprotective cardboard box containing insufficient packaging materials.

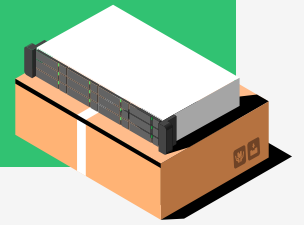


### Example 2 :

The tower NAS chassis was damaged by shipping with insufficient packaging materials.







## Rackmount Model **Correct**



### Step 1 :

Use packaging materials to fully protect and package the product, including rack ears and power supply release latches. It is recommended to use 5cm thick foam or bubble wrap to safeguard the product.



### Step 2 :

Utilize sturdy cardboard boxes, fill all gaps with foam or bubble wrap, and ensure proper sealing to enhance protection

## Rackmount Model **Incorrect**



Insufficient packaging materials and excessive interior space within the box.

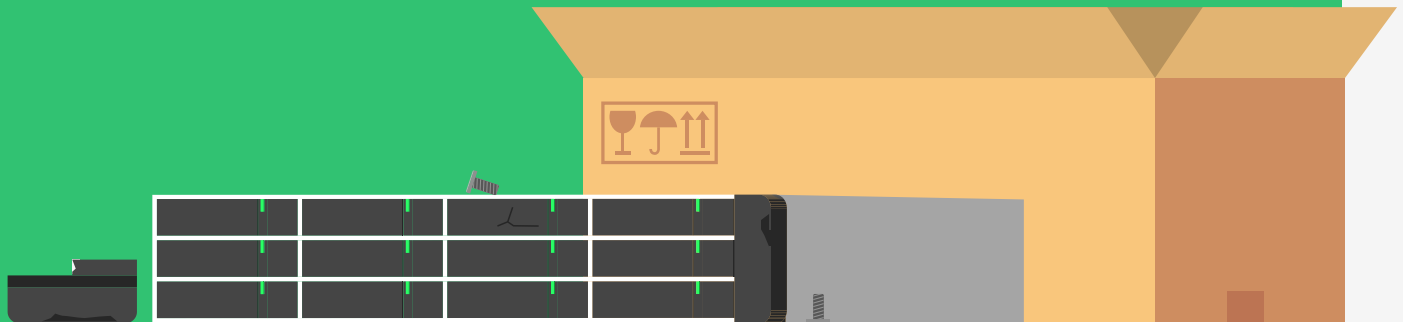


Transporting without using any packaging materials.





# RMA RETURN PACKAGING GUIDELINES



## Products damaged by using insufficient packaging



### Example 1 :

The rackmount NAS chassis and rack ears were damaged by shipping in an unprotective cardboard box containing insufficient packaging materials.

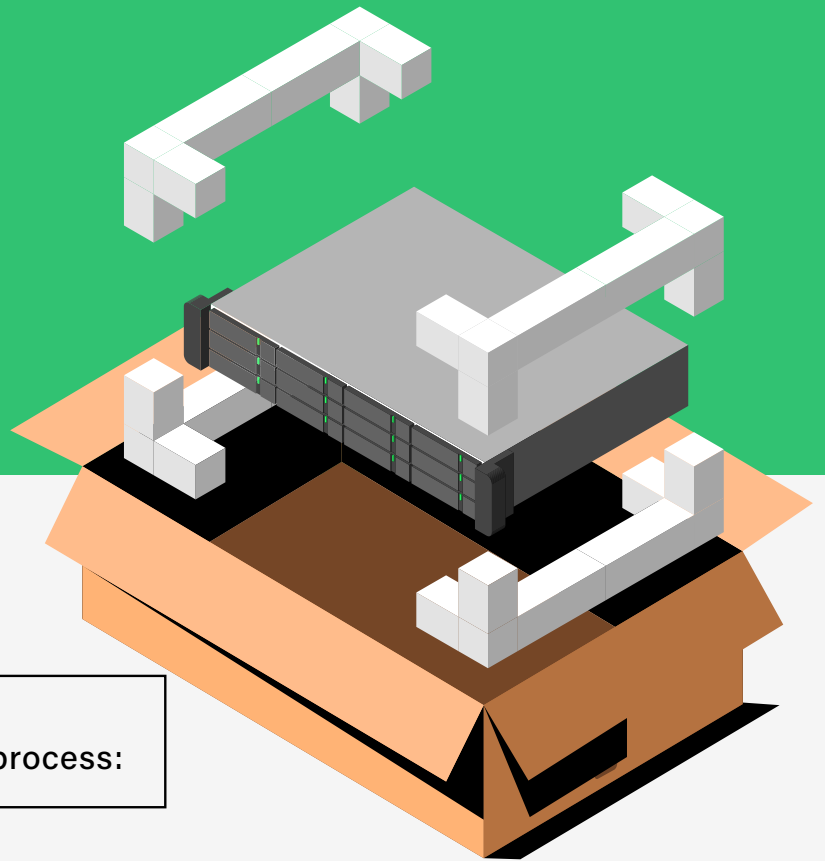


### Example 2 :

The rackmount NAS power supply release latches were damaged by shipping with insufficient packaging materials.



# RMA RETURN PACKAGING GUIDELINES



## Note :

Requires additional protection during the wrapping process:

### Tower Model



### Rackmount Model

