

(RMA – Return Material Authorisation)

We would like to ask you, to make a RMA request via the Extranet before delivering the any devices.

1. If you use the Extranet the first time, register yourselves please via the address:

<https://extranet.keymile.com/en/login.jsp> → „Not yet registered? “

- A step by step instruction for the registration is available in the Internet via:
keymile.com – Services – Customer Services – RMA Request → „Extranet Registration (Step by Step)“
- After the registration you receive the Login-Password.
- Response e-mails to the customer can be sent only to registered addresses.

2. For your repairs, request your RMA number via the Extranet address:

<https://extranet.keymile.com/en/login.jsp>

- A step by step instruction for the RMA request is available in the Internet via:
keymile.com – Services – Customer Services – RMA Request → „RMA Instruction - step-by-step“

3. Please attend our „General Terms of Repair“

4. After receiving the RMA request the Service Centre will send back the RMA number by e-mail within 2 working days.

5. In case of questions, please contact:

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