

Step-by-Step Guide: How to Generate an RMA

Step 1: Contact the AES Technical Support Line for assistance with your product.

Many issues can be resolved on site and may not be caused by the product itself. Technical Support must classify the product as “**potentially faulty**” before a return can be raised. A product is not confirmed as faulty until it has been fully tested by the Returns/Technical team.

Step 2: If Technical Support considers your system “**potentially faulty**”, you will receive a Technical Support Call number, for example: **Technical Support Call #24741**. This is a reference for the report completed by the Technical Support Officer over the phone. **This is not an RMA number.**

Step 3: Go to the Returns Portal at: <https://www.aesglobalonline.com/returns>

Go to the AES Returns webpage: <https://www.aesglobalonline.com/returns>
Then select “**Returns Portal Book Now**”.

RETURNS

RETURNS PORTAL

Need to book a return? Please read the Returns [T&C's](#) before booking. Then click the return portal button to get started.

[RETURNS PORTAL BOOK NOW>](#)



AES RETURNS

Sign In

Welcome to AES Returns Portal

Email

Password

LOGIN

[Forgot Password](#)

[Don't have an account?](#)

[Sign Up](#)

When you reach the Returns Portal, enter your login details.

If this is your first time using the portal and you do not have an account, select **Sign Up** and continue to **Step 4**.

If you already have an account, log in and continue to **Step 5**.

Sign Up

Please fill in information below to register

Name

1. Enter full name...

Email

2. Enter email...

Password

3. Enter password...

Company Name

4. Enter company name...

Address

5. Enter address...

6. ☐ I agree to AES Returns T&C's

7. SIGNUP

[Terms and Conditions](#)

Already have an account?

Sign In

Step 4: Sign Up

After selecting **Sign Up**, complete the following information:

1. Name: Enter the user's full name.

2. Email: Enter the user's full email address.

3. Password: Create a password for the account.

4. Company Name: Enter your company name. If you do not have one, enter "End User".

5. Address: Enter the address where you would like the system returned following a repair or a "No Fault Found" outcome.

6. Terms and Conditions: You must accept the Terms and Conditions to create an account. They can be viewed at: <https://me-l.co/louaubl4>

7. Select Sign Up.

AES RETURNS

1.  Home
2.  Create Return
3.  Account
4.  Docs

Step 5: Log In and Portal Options

After successfully logging in, you will be taken to the Home page. The options shown in the left-hand menu are:

1. **Home:** View all of your returns and their current status.
2. **Create Return:** Create a new return request.
3. **Account:** View your account information and update your settings.
4. **Docs:** Access the Terms and Conditions, Returns Guidelines and UK Shipping Label.

Please select your part/product

Ensure that you fill out all the fields below with the correct information. Any misinformation could result in longer lead times, and at worst resulting in your return not being processed.

Please note that our warranty covers 2 years from the date of manufacture.

Start here by selecting if you are returning a "part" or "intercom" then select your "technology" followed by the actual part/product.

Part ▼

Select Technology... ▼

Step 6: Booking a Return (Section 1)

Selecting your product: When creating a return, make sure all requested information is completed accurately.

Part: Select this option when returning a specific part rather than the complete system.

Product: Select this option when returning a complete system.

The information entered must match the Technical Support log. Incorrect or mismatched information may delay the processing of your return.

Step 6: Booking a Return (Section 2)

Serial Number

Enter serial number...

Reason for return

Enter reason for return...

Technical Support Number

Enter technical support number...

Serial Number: Enter the serial number of the system. If you are returning a part, enter the serial number of the original system the part belongs to.

Reason for Return: Provide a detailed description of the fault or reason for return. Descriptions such as “**faulty**” or “**does not work**” may result in delays.

Technical Support Number: Enter the number provided to you or your customer by the Technical Support team. If you do not have one, stop here and contact the Technical Support team on 028 8639 0693, **Option 2**.

Return Image

IMPORTANT: Raising RMA's and sending them back without an appropriate technical support call number will result in restocking fees of 10% by default

Choose Photo

Step 6: Booking a Return (Section 3)

Return Image: Upload a clear photo showing exactly what you are returning. The image should clearly show all item(s) included in the return.

Failure to provide an accurate photo may delay the processing of your return or credit.

In the rare event that you receive an incorrect credit or an incorrect item is returned to you, the photo will be used as evidence of what was originally sent back. If no photo was provided, we may be unable to investigate or resolve the issue.

Step 6: Booking a Return (Section 4)

Return Option 1 - Return for Credit: Select this option if you have already received a replacement or no longer require the product.

Return Option 2 - Return for Repair: Select this option if the product is being returned for repair, either within or outside the warranty period. The manufacturing warranty is two years from the date of manufacture (D.O.M.).

Distributor Name: Enter the name of the distributor you purchased the system from.

Distributor Email: Enter the distributor's email address.

Distributor Phone Number: Enter the distributor's phone number.

Return Option

Select return option...

Distributor Name

Enter distributor name...

Distributor Email

Enter distributor email...

Distributor Phone Number

Enter distributor number...

Returns Documents

See below list of relevant returns documents

Terms & Conditions

Please take the time to read the returns portal terms and conditions.



Returns Guidelines

Please read to be aware and better understand our returns process.



UK Shipping Label

Please include this when sending us your return



Step 7: Submitting and Shipping the Return

Once you have completed all required information, select “**Complete Return**”. You will then receive a unique RMA number, for example **RMA0000**, and be returned to the Home page, where you can view your return and its current status.

Next, select the “**Docs**” tab and download the “**UK Shipping Label**”. Print the label, attach it securely to the outside of the box and write your unique RMA number on it.