

## Account Set Up

- 1: Visit [www.hiper-global.com](http://www.hiper-global.com) and click "UK-RMA" in the footer.
- 2: Click the "Don't have a user account?" option and complete the form that follows. Once submitted, this information will be sent to our RMA Team who will send a username and password to the email address provided.

Welcome to the RMA system. To proceed, please login below.

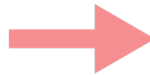
User Name	<input type="text"/>
Password	<input type="password"/>
v2.1	<input type="button" value="Enter"/>

**Don't have a user account?**

[Forgotten password?](#)

This site is best viewed in a modern browser.  
Older browsers may restrict functionality of the RMA system.

By using the RMA system you agree to our terms of business.



To request a login for our support system, please complete the following form.

Company Name	<input type="text"/>	*
Contact Name	<input type="text"/>	*
Email Address	<input type="text"/>	*
Address	<input type="text"/>	*
	<input type="text"/>	*
Postcode	<input type="text"/>	
Country	<input type="text" value="United Kingdom"/>	*
Telephone	<input type="text"/>	*
Fax	<input type="text"/>	

\* Required Fields

## Existing Account

- 1: Visit [www.hiper-global.com](http://www.hiper-global.com) and click "UK-RMA" in the footer.
- 2: Log in with your username and password.
- 3: Click the "Request RMA" option and complete the form that follows. Once submitted, this information will be sent to our RMA Team who will approve or reject the RMA request following an evaluation.

Overview | **Request RMA** | Browse | Search | My Details | Contact Us | Warranty Lookup | Logout

RMA Request	
Company	<input type="text"/>
Name	<input type="text"/>
Email	<input type="text"/>
Telephone	<input type="text"/>
Fax	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
Postcode	<input type="text"/>
Country	<input type="text" value="United Kingdom"/>

\* Required

## If Accepted

You will receive an email with a unique RMA reference number and a delivery note to affix to the postal box/package. If this is a medical product, please ensure it is thoroughly cleaned and sent with a decontamination certificate.

On receipt of the RMA, HIPER Global will evaluate the issue and provide necessary feedback and further information.

## If Rejected

You will receive an email stating the reason for rejection.

For example - the RMA has been logged twice or a first-line support call from our Team may solve the issue before it becomes a full RMA.