




V A P O R M E D

INSTRUCTIONS

creating a repair request (RMA)

Step 1
open website
www.vapormed.com

When prompted, please select your country to be directed to the correct store.

 Germany ▾

Sign In or **Create an Account** English

Step 2
choose country*

Step 3
create account



Create New Customer Account

Personal Information

First Name *

Last Name *

Sign Up for Newsletter

Date of birth *

Gender

 ▾

***Please note that the correct country must be selected in order to complete the RMA application.**



My Account

My Orders

Address Book

Account Information

Gift Card

My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

My Account

Account Information

Contact Information

[Edit](#) | [Change Password](#)

Newsletters

You aren't subscribed to our newsletter.

[Edit](#)

Address Book [Manage Addresses](#)

Default Billing Address

You have not set a default billing address.

[Edit Address](#)

Default Shipping Address

You have not set a default shipping address.

[Edit Address](#)

Step 4

select
„My Devices“

After you create an account and confirm your e-mail, they can log in and access the account features.



My Account

My Orders

Address Book

Account Information

Gift Card

My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

My Devices

REGISTER DEVICE

Step 5
select
„register device“

If the invoice date is unknown, you can send it to info@storz-bickel.com with the serial number and request it.

If no invoice is available, a photo of the serial number can be uploaded.

Step 6
fill in all
info

Device registration

Enter Serial Number *

Product Type *

--Please Select--

Invoice Date *

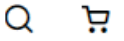
Invoice *

Click here or drop a file on this area.

Allowed file types: .pdf, .jpg, .jpeg, .png (max. 2MB)

SUBMIT

Fill in all the information.



Thank you for registering your device.

My Account

My Orders

Address Book

Account Information

Gift Card


My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

My Devices

Thumbnail	Name	Serial Number	Purchase Date	State	Action
 REGISTER DEVICE	MIGHTY MEDIC	MM000000	10.09.2021	Pending	Initiate RMA

Step 7
select
„Initiate RMA“

Your device is now registered. Now you can create an RMA.

Step 8 fill in RMA

My Orders

Address Book

Account Information

Gift Card

My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

Create New Return

Country *	Region
<input type="text" value="--Please Select--"/>	<input type="text"/>
First name *	Last name *
<input type="text"/>	<input type="text"/>
Address *	Addition to address
<input type="text"/>	<input type="text"/>
City *	Postcode *
<input type="text"/>	<input type="text"/>
Phone *	
<input type="text"/>	
Email *	Confirm email *
<input type="text"/>	<input type="text"/>

Return Items Information

Item *	Quantity To Return *
<input type="text" value="MIGHTY MEDIC"/>	<input type="text"/>
	Remaining Quantity: 1
	Place of purchase *
	<input type="text"/>
	Price *
	<input type="text"/>
	Error description *
	<input type="text"/>

Step 9
select
„Start RMA“

START RMA

RMA has now been initiated. You will receive a confirmation email from the service department by the following business day.



My Account

My Orders

Address Book

Account Information

Gift Card

My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

Step 10
select
„My Returns“

The RMA status can be checked in the customer account under „My Returns“.