Servico RMA Guideline
RMA Support Number – 079-69268000/079-49068000 (Ext. 3)

To log RMA request open Link:
servico.mantratecapp.com

Steps to follow:
1. After open link – Go to **Support**.
2. Click on **RMA Request** Button.
3. Kindly Read the Terms & Conditions and click on **Accept**.
4. RMA Form will be opened
5. Please fill your all contact details, address details correctly.
6. You need to select **device type** wisely.

    Click on **Add** button.

    I. Click on **Add new** (add device details up to 10 only)
    - Select your problem type and add description if you want to add any.
    II. Download **sample sheet**. (For **devices more than 10.**)
    - Fill up the details wisely with only shared format into sample sheet.
7. Confirm your device count below in single grid with warranty status.
8. Select Your **Nearest Branch**.
9. Enter Captcha code to proceed ahead.
10. For New User, You required to get one time Password (OTP).
11. Enter OTP and Click on **Submit**.

Your RMA Request is successfully generated.

- Generated RMA Form will be sent on your registered E-mail ID.
- Requester is responsible to send the device(s) to Mantra Service center address.
- RMA form must be pasted on courier box while sending the device for repair as well one copy of RMA form should be kept within the device.
- Device should be delivered to RMA Center within **maximum 30 days of RMA request date**.

Important Notes:

- ❖ Any accessories are not required to send with the device, any responsibility for accessories sent will not be taken by us.
- ❖ Device should be data free and ready to reset condition.
- ❖ The Requester will get updated on registered email id for their RMA status details.
- ❖ RMA - Repairing Service SLA timeline is 7 to 10 working days.
- ❖ Inspection charges will be applicable to all the out of warranty devices.
- ❖ You can reach us on Servico@mantratec.com for any query or issue regarding the same.