



Submitting an RMA to Lynx

Step 1: Log On or Create an Account***

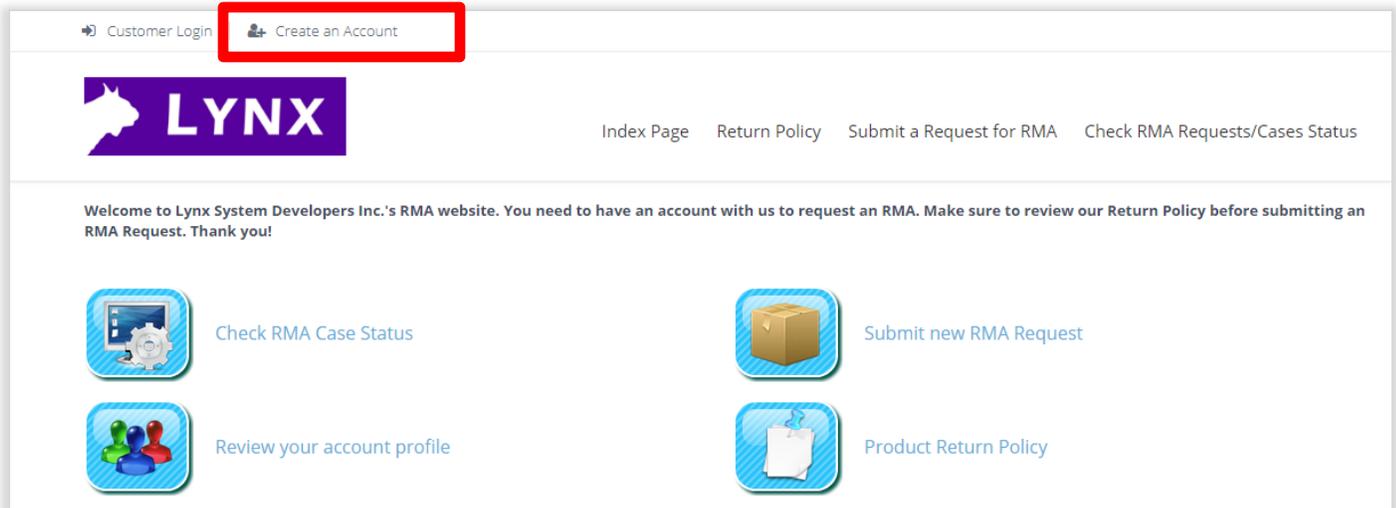
a. Log onto <http://finishlynx.returnsportal.net/>

Note: Customers with an account can skip to Step 2

b. Click **Create an Account** located on the top of the screen.

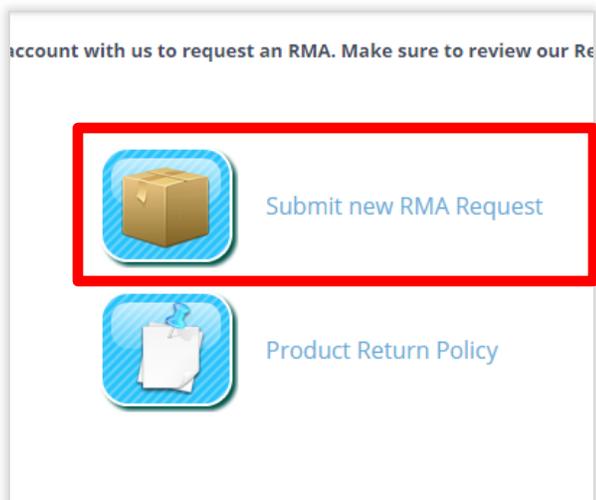
c. Carefully enter the customer information including return shipping address and email

*** It's possible an account may have been created previously by FinishLynx. If so, please use the reset password link on the log-in page.

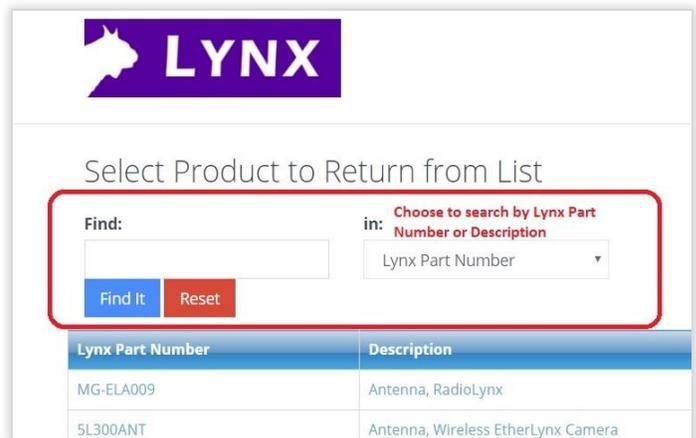


Step 2: Start a New RMA Request

a. Click the **Submit New RMA Request** button.



b. Search items by *part number* or *description*. Select the item. Click **Continue**.



c. Provide as much information as possible (including any attachments) and the requested **return by** date. Click **Submit**.

d. You will have the option to add another product to the RMA. If you're only sending one item click **I am done adding products**.

e. Confirm the shipping address and click **Submit**.



Step 3: Wait for Confirmation

- a. Please wait for a confirmation email from FinishLynx of the RMA before sending your products.
- b. Be sure to check your junk/spam folders for email communications.

Step 4: Print Documents and Ship Items

- a. Log onto the FinishLynx RMA account.
- b. Click **Check RMA Case Status**.
- c. Select the appropriate RMA case.
- d. Click to print the **RMA Packing Slip** or **Generic Shipping Label**.

NOTE: The generic shipping label only lists shipping addresses. The customer is responsible for shipping via USPS, UPS, or other preferred carrier.

- e. Please include only the items relevant to the RMA case.

For example: Only include a camera when shipping for service and certification; no remote positioner, start sensors, power cables etc. Contact Lynx support for clarification or questions.

RMA List

RMA No.: RMA001515 Request ID: 1516

RMA Date: 2017-02-28 Requested On: 2017-02-28

Status: RMA CASE OPENED Remarks: Waiting for customer to ship items

Last updated on: 2017-02-28 Updated By: Mackenzie Gray

Lynx Part Number	Serial No.	Description	Warranty Status	Findings	Resolution
MG-ELA009		Antenna, RadioLynx			
MG-ELA009		Antenna, RadioLynx			

Print RMA Packing Slip
Print Generic Shipping Label

Step 5: Check RMA Case Status

- a. Updates to the RMA case will be sent to the email on file. You can also check the status by logging onto <http://finishlynx.returnsportal.net/> and clicking **Check RMA Case Status**.

Customer Login | Create an Account

Welcome to Lynx System Developers Inc.'s RMA website. You need RMA Request. Thank you!

Check RMA Case Status

Review your account profile

RMA List

RMA No.: RMA001515 Request ID: 1516

RMA Date: 2017-02-28 Requested On: 2017-02-28

Status: RECEIVED Remarks: Awaiting repair / service

Last updated on: 2017-02-28 Updated By: Mackenzie Gray

Lynx Part Number	Serial No.	Description	Warranty Status	Findings	Resolution
MG-ELA009		Antenna, RadioLynx			
MG-ELA009		Antenna, RadioLynx			