Submitting an RMA to Lynx

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

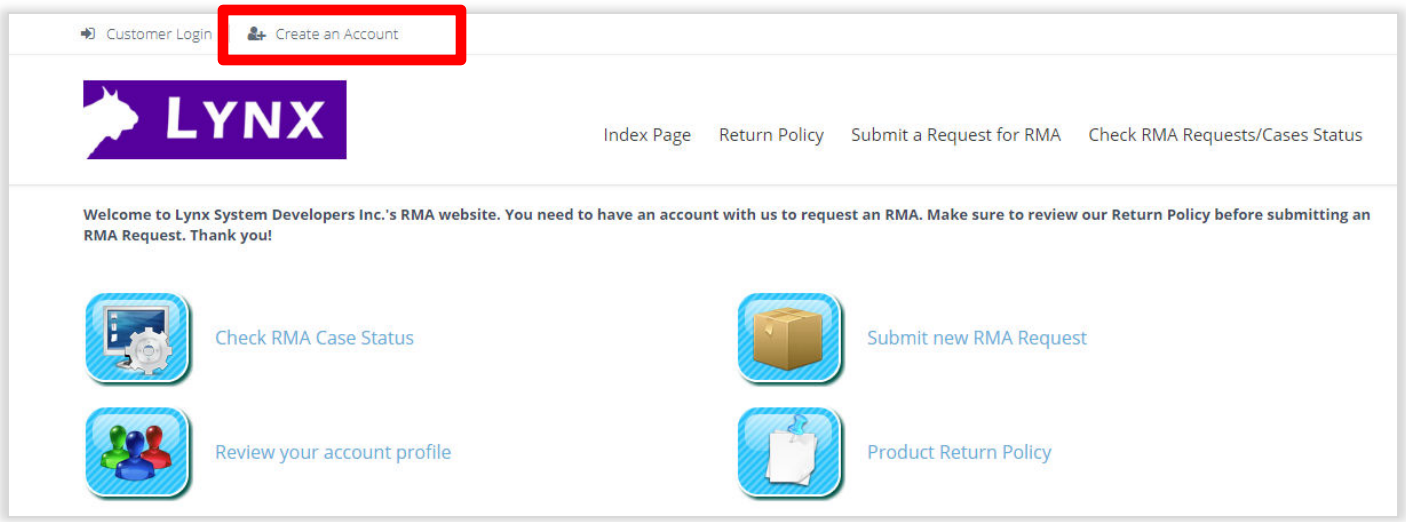
a. Log onto http://finishlynx.returnsportal.net/

***Note**: Customers with an account can skip to Step 2*

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

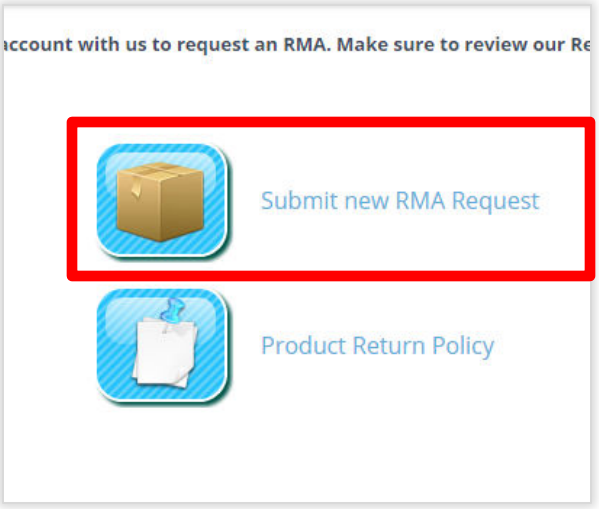
c. Carefully enter the customer information including return shipping address and email

*** 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.

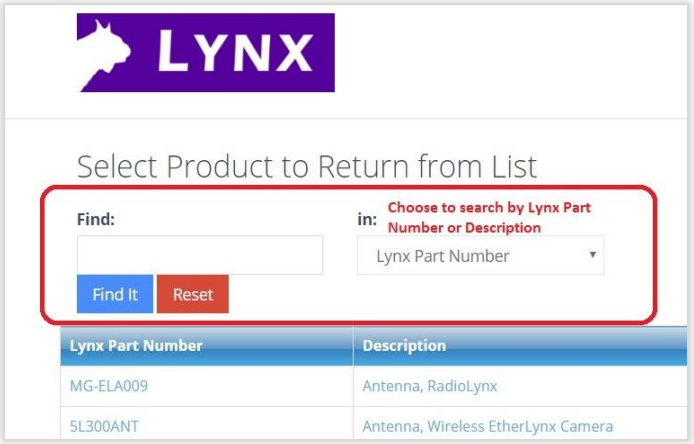


Step 2: Start a New RMA Request

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.

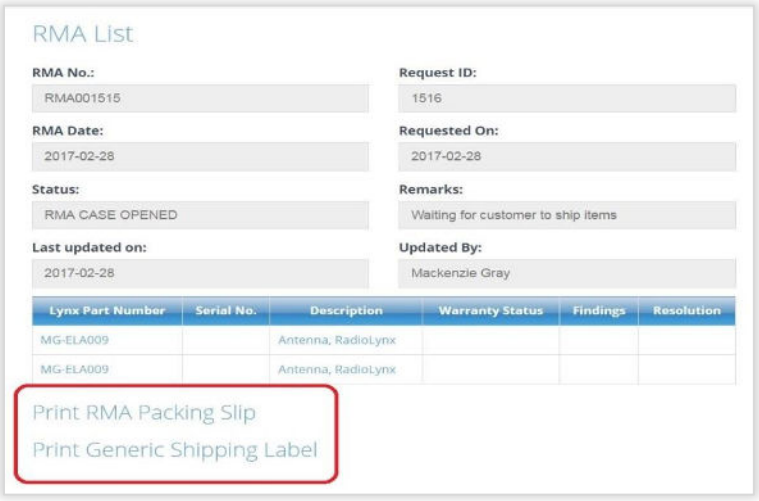
Step 4: Print Documents and Ship Items

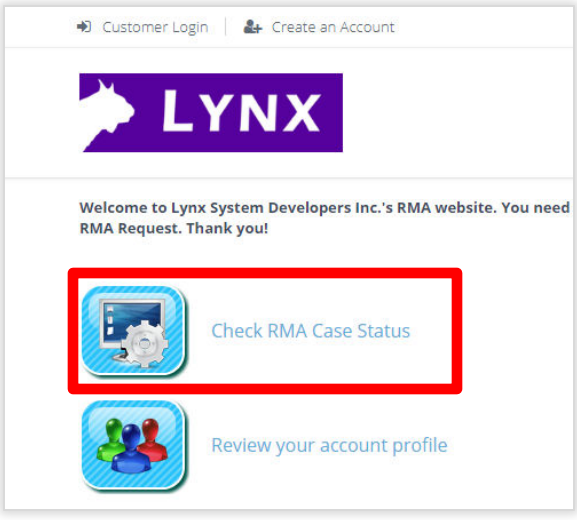
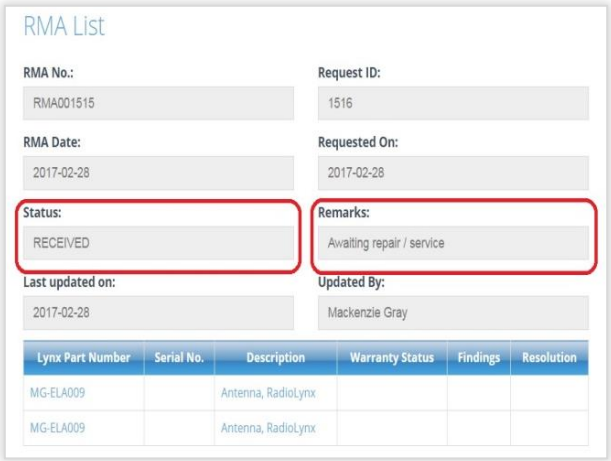
a. Log onto the FinishLynx RMA account.
b. Click ***Check RMA Case Status***.
c. Select the appropriate RMA case.
d. Click to print the ***RMA Packing Slip*** or ***Generic Shipping Label***.

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.



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***.