



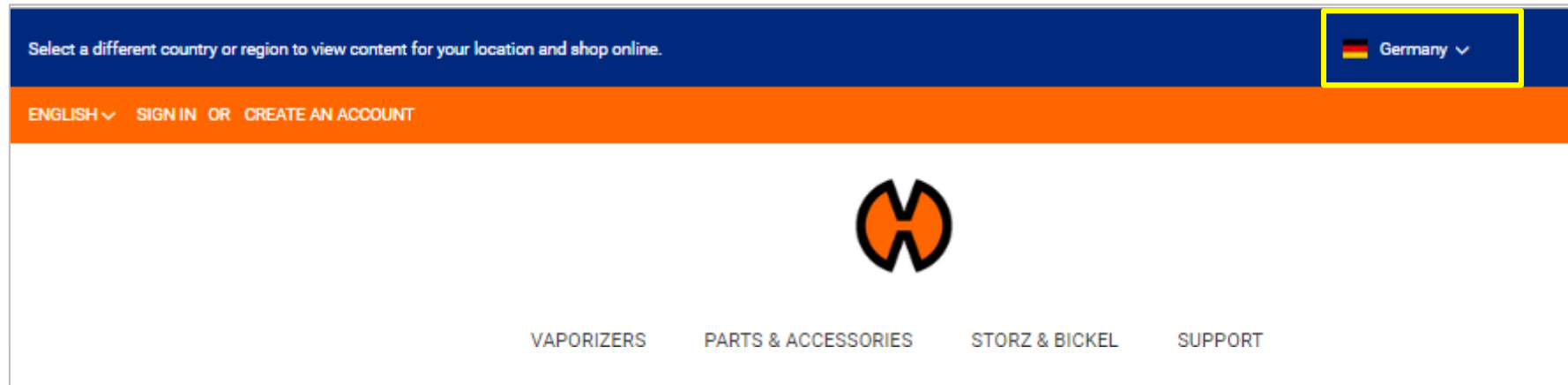
**STORZ & BICKEL**

Initiating an RMA

# Select your Country of Residence

Step 1: Go to  
[www.storz-bickel.com](http://www.storz-bickel.com)

Step 2: Select your  
country\*



Select a different country or region to view content for your location and shop online.

ENGLISH ▾ SIGN IN OR CREATE AN ACCOUNT

Germany ▾


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\*Please note that selecting the correct country of residence is necessary to be able to complete the RMA application


# Create your Customer Account

Step 3: Create  
a Customer  
Account



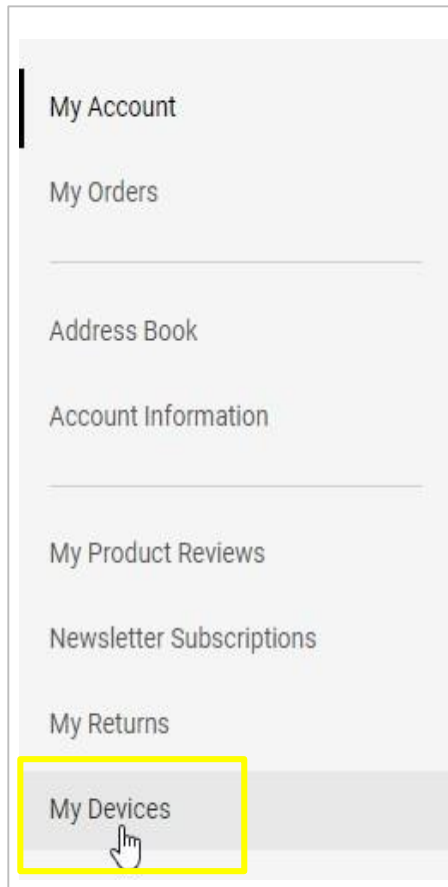
Select a different country or region to view content for your location and shop online.  Germany ▾

ENGLISH ▾ SIGN IN OR **CREATE AN ACCOUNT**

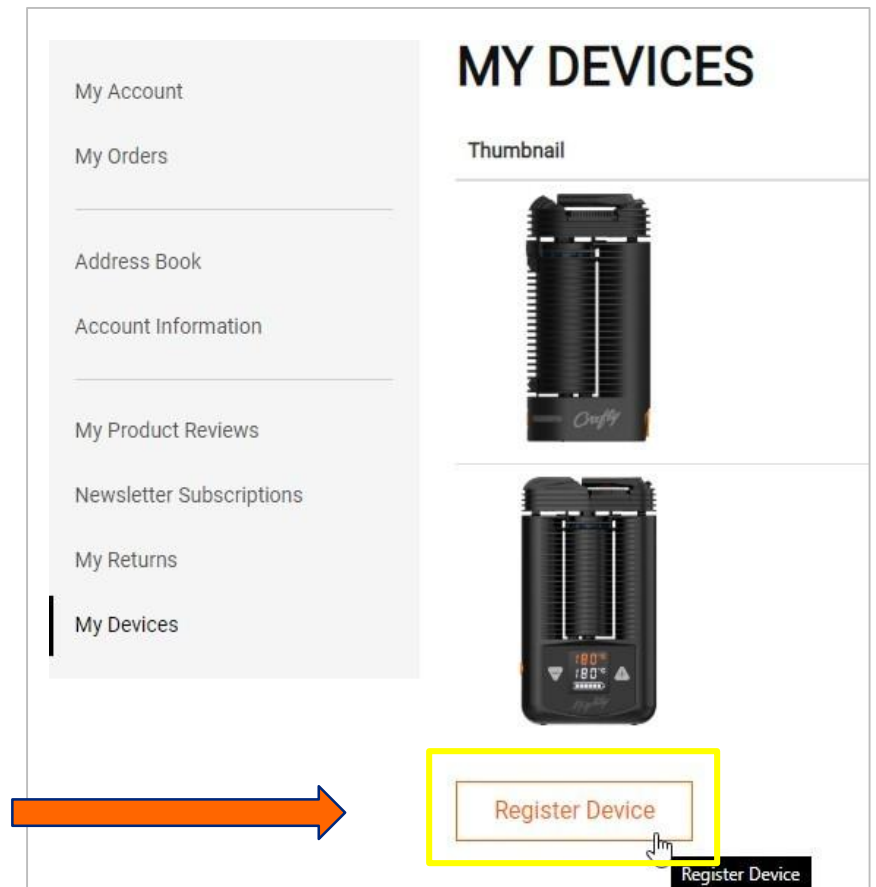


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Step 4: Once you have created an account, click on „My Devices“



Step 5: Register your devices



# Complete the Device Registration

Step 6: Complete all fields in the device registration form

Device registration

Enter Serial Number \*

Product Type \*

--Please Select--

Invoice Date \*

Invoice \*

Click here or drop a file on this area.

Submit

If you do not know your invoice date, please email your device's serial number to [service@storz-bickel.com](mailto:service@storz-bickel.com) to request the required information

If you do not have your invoice to hand, please upload a **photo of your device's serial number** instead

Please note: the service department can only assist you if you provide the device serial number

# Initiate a Return Merchandise Authorization (RMA)

My Account

My Orders

Address Book

Account Information




My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

## MY DEVICES

Thumbnail	Name	Serial Number	State	Action
	CRAFTY		pending	<a href="#">View Return</a>
	MIGHTY		pending	<a href="#">View Return</a>
	CRAFTY		pending	<a href="#">Initiate RMA</a>

Register Device

Step 7: Next to your registered devices, click on the orange „[Initiate RMA](#)“ Link

**CREATE NEW RETURN**

My Account  
My Orders  
Address Book  
Account Information  
My Product Reviews  
Newsletter Subscriptions  
My Returns  
My Devices

Country -  
--Please Select--

First name -  
Last name -

Address -  
Addition to address

City -  
State

Postcode -  
Phone -

Email -  
Confirm email -

Return Items Information

Item -  
MIGHTY  
Quantity To Return -  
Remaining Quantity: 1

Date of purchase -  
2018-01-16  
Place of purchase -

Currency -  
Euro  
Price -

Serial number -  
Error description -

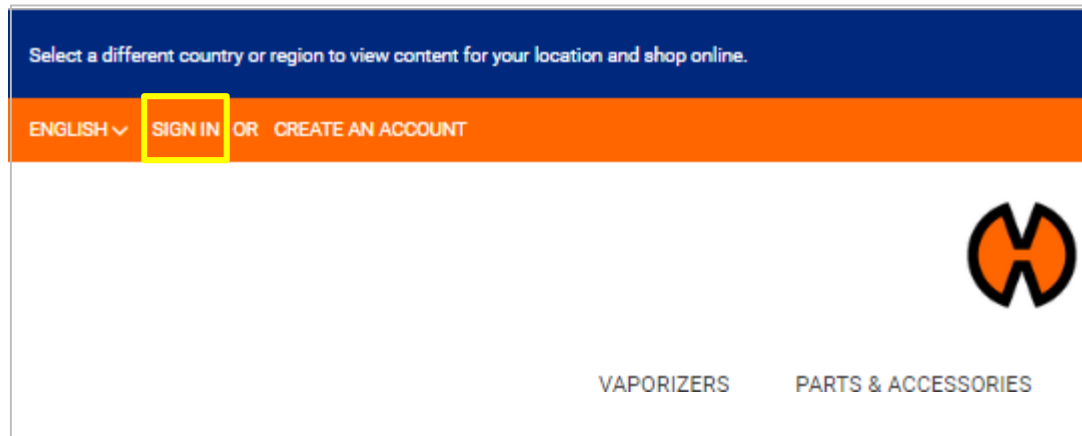
**Start RMA**

Step 8: Complete the RMA Form and click on „**Start RMA**“.

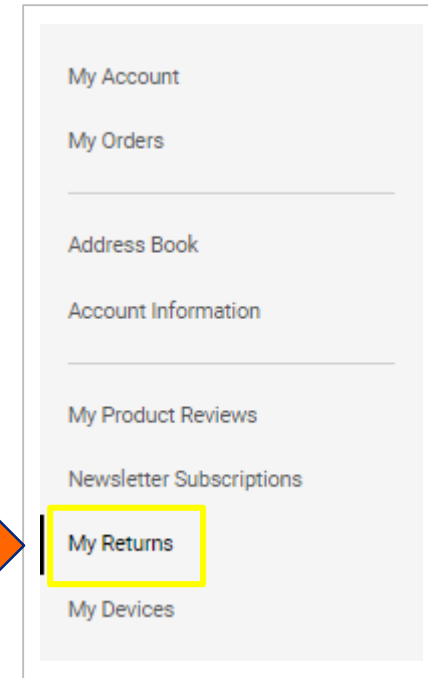
Your RMA has now been initiated and you will receive an email from the service department within the following working day

# Checking on your RMA Status

Step 9: To check on your RMA status, log into your customer account



Click on  
„My Returns“



If you need further assistance, please contact [service@storz-bickel.com](mailto:service@storz-bickel.com)