

# Product return (RMA) handling procedure

Information for HMS and Red Lion customers

May 2025





# Background information

- HMS Industrial Networks AB (HMS) acquired Red Lion Controls Inc. (Red Lion) in 2024.
- As part of the integration work HMS RMA process is reviewed and updated for all customers. On May 16 2025 the changes will be implemented and product returns of Red Lion products will be handled according to HMS updated RMA process, as described in this presentation.
- Former Red Lion customers are considered HMS customers.
- **Please be aware that due to a system change at the Red Lion manufacturing site, the RMA handling for Red Lion products will be put on hold between May 22nd and June 2nd. This will result in longer handling times short term.**





# General information

- HMS RMA (Return Material Authorization) procedure is managed through a web Portal.
- The Portal is accessible through HMS web page [www.hms-networks.com](http://www.hms-networks.com) (Click on "Support" and then "Product Returns", or click this [direct link](#)).
- Credit Returns (returning products that are not defective) is no longer supported by HMS web page. HMS sales representative or sales office need to be contacted to ask for a credit return.
- **Please note that the RMA procedure is for HMS (Red Lion) direct customers/distributors only. If the product wasn't purchased from HMS (Red Lion) the supplier of the product need to be contacted for assistance.**



## HMS Web page – Product Returns

### Product returns

## Return a product

Welcome to the HMS product returns section. To be able to assist you in the best way please select the option that best suits your needs below.



### Why do you need to return your product?

#### Damaged product

We want you to feel safe ordering from us. If your product was damaged during transportation, miss any parts or is clearly defective, you can register a return case directly. HMS will free of charge resolve defects in the product delivered which are due to defects in material, design or manufacture.

[RMA procedure](#)



# RMA information

- When selecting "RMA Procedure" all needed information to handle the return, including an [RMA Portal user guide](#) will be available.
- Please note that if the product has functional issues, HMS require that [HMS Technical Support](#) is contacted before we accept the RMA case.
- Please read HMS "[Product Warranty and Return Policy](#)" at Step 2 on the RMA procedure page before registering the RMA case.
- All RMA information need to be in English language.



# RMA information

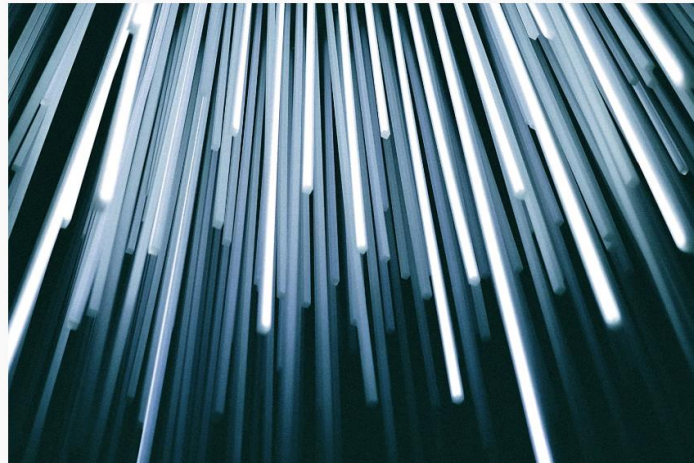
[Home](#)[Solutions](#)[Products](#)[About HMS](#)[Support](#)[Contact](#)

## Step 3

### Fill out the RMA form

If technical support can't solve the problem, you need to fill out the RMA form in the portal. The RMA procedure is for HMS direct customers only. If you purchased your product from one of our distributors, you need to contact the distributor and follow their product return procedure.

To be able to handle your RMA case we need all case information in English. If you don't speak English please contact your local sales representative for assistance.

[RMA portal](#)[RMA Portal User Guide](#)



## RMA Portal

- At Step 3 the RMA portal start page is accessible by selecting "RMA portal". Log in to an existing account, or register a new account in the portal to get started.
- Typical features in the RMA portal:
  - RMA case registration
  - Follow the status of a case
  - View previous registered RMA cases

The screenshot displays the RMA Portal start page. At the top, there is a dark blue header with the HMS logo on the left and navigation links for 'Start', a search icon, and 'Sign in' on the right. Below the header, there are two buttons: 'Sign in' (with a key icon) and 'Register'. The main content area is a light blue box titled 'Sign in with a local account'. Inside this box, there are two input fields: one for 'Email' and one for 'Password', both preceded by an asterisk. Below these fields is a checkbox labeled 'Remember me?'. At the bottom of the box, there is a blue 'Sign in' button and a link that says 'Forgot your password?'.

Portal start page



# Advanced replacement option



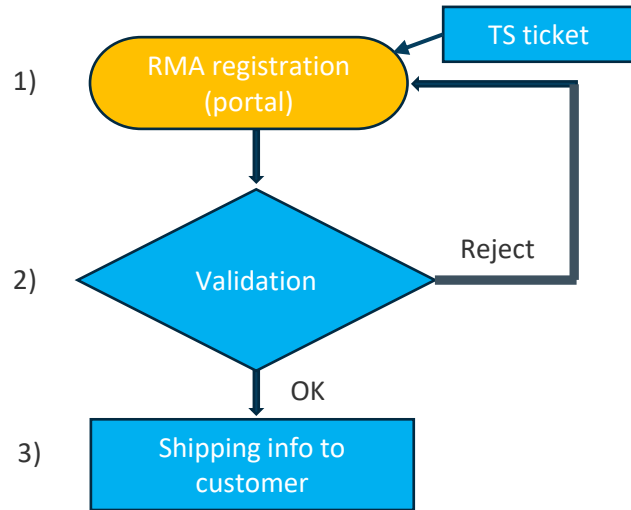
- If there is an urgent need of a replacement product the “Advanced Replacement” option can be selected in the RMA portal. Enter a Purchase Order (PO) number in the PO number field and attach the PO as a file in the RMA portal. HMS will then send a replacement product **to the delivery address stated on the PO** as soon as possible. The replacement product will be invoiced like a normal delivery, and a credit note will be received for the returned product, provided that the warranty conditions are met and HMS is liable for the defect.
- **For really urgent cases call the [local HMS Sales Office](#) for support.**
- The delivery time for the replacement product can vary depending on stock situation.
- Once the replacement product is shipped the tracking information will be sent by email.





# Return Process flow

- Registration and Validation phase



 Customer

 HMS

TS - Technical Support

- 1) The customer register an RMA case in HMS WEB Portal. There is a possibility to select advanced replacement option in the portal if required.
- 2) The RMA administrator at HMS checks the warranty status, and that the RMA registration is filled in correctly. If everything looks good the case is approved and shipping information (packing slip) is sent to the customer by email. The target for the approval process time is 24 hours. If the case is not approved the customer will receive an email message explaining why the case is rejected.
- 3) The customer receives shipping information by email and ship out the package to the given address.



# Returning the product to HMS

- The packing slip received is just an address note and NOT a pick-up shipping note.
- The shipping box must have the Return Number, provided on the packing slip, visible on the outside for correct handling by HMS goods arrival, and to avoid unnecessary delays.
- The customer normally book the shipment to HMS and cover the return cost. HMS cover the cost for shipping a repaired product or a replacement product back to the customer.
- If there are any questions or further need of assistance please contact HMS RMA team:
  - Email: [returns@hms.se](mailto:returns@hms.se)





# Case handling time

- HMS RMA team is continuously working to minimize the handling time for RMA cases and support our customers in the best way.
- There are several factors that can affect the handling time of a case:
  - No available stock of replacement product
  - High work load
  - Complicated defects that are time consuming to troubleshoot and analyze.
- The typical average handling time for a warranty case is around 15 working days. The time is from when HMS receive the product at our technical center until the case is closed.
- If there are concerns about the handling time of a specific case please contact the RMA team directly:
  - Email: [returns@hms.se](mailto:returns@hms.se)





# Not warranty case

- If HMS judge that the returned product is not under warranty (out of warranty or warranty void) the customer might still have the product repaired, if this option was selected in the RMA portal and a PO number is provided. Please note that HMS reserves the right to decline out of warranty repairs. Should HMS accept the out of warranty repair, HMS will repair the product and charge maximum 40% of the product list price + freight cost using the PO number entered in the RMA portal. Otherwise, depending on the selection done in the RMA portal, the product will be either scrapped or returned back to the customer. Further details can be found in the [Product Warranty and Return Policy](#).





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