In order to make your repair as much comfortable as possible, we have the rma-service.

You find it on our website:
http://www.dream-multimedia-tv.de/support

In the following we will explain how to open a rma-request, customer registration and viewing the current status of your device.

If you follow the link you will get this screen:
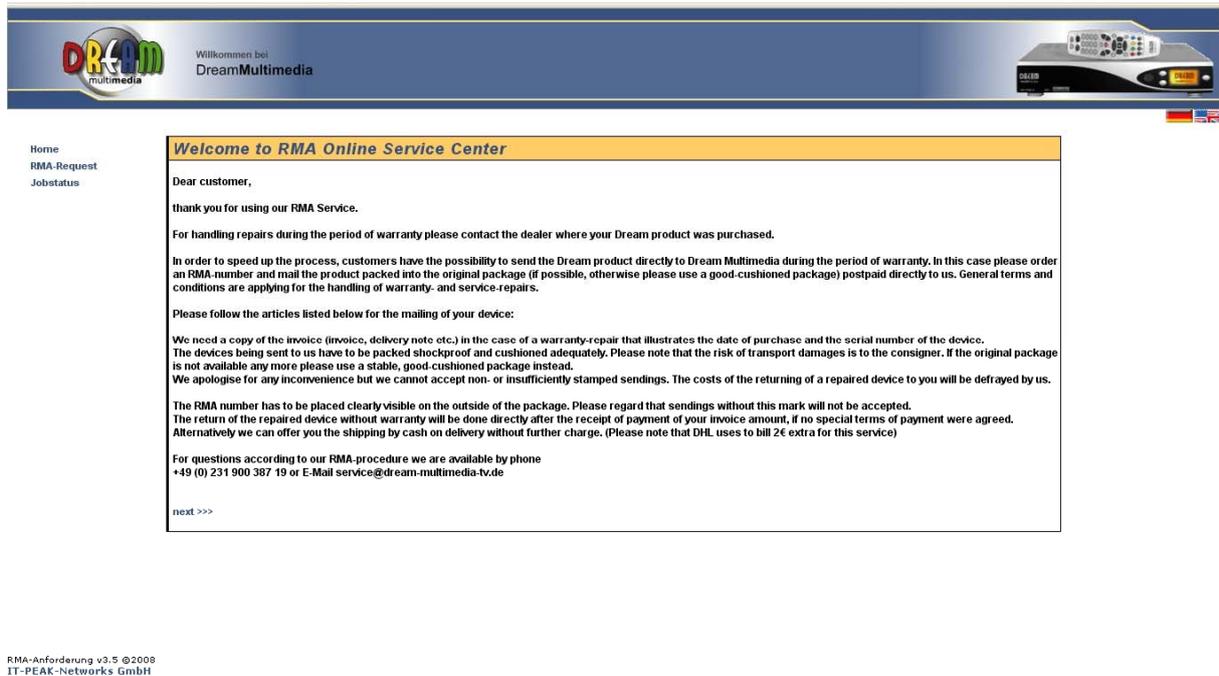
On the left you have the sitemap – click on the 2nd link (rma-request) in order to login (in case you are already registered) or to create a new account.
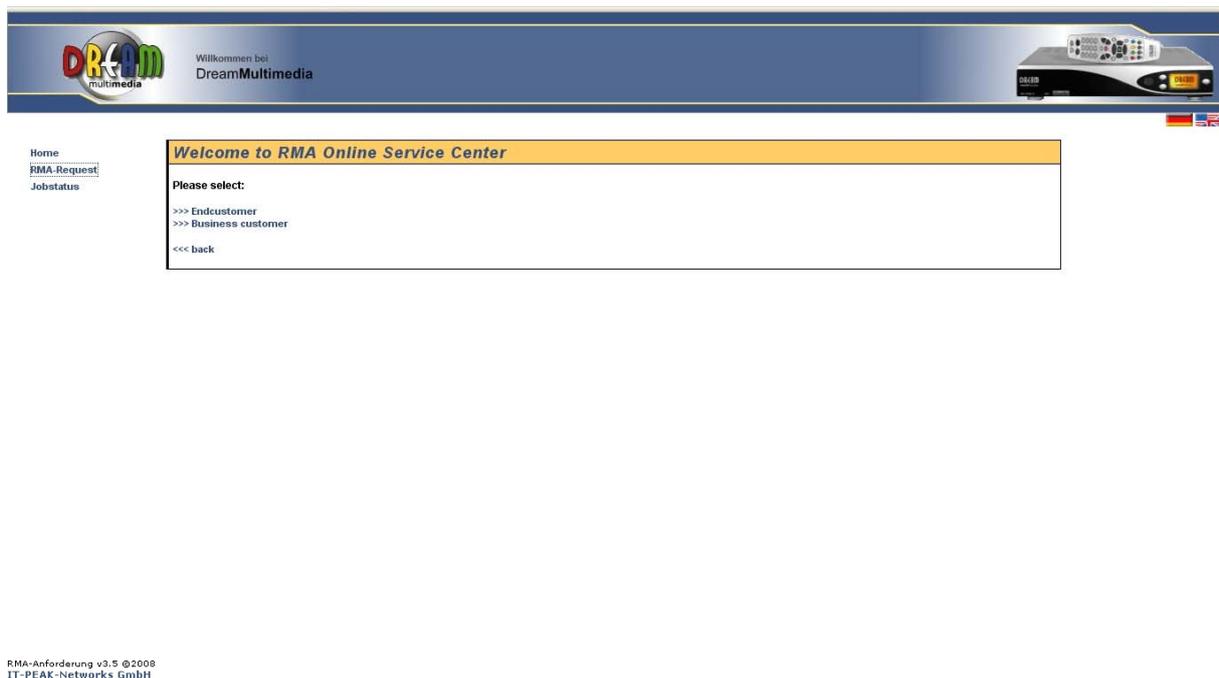
You can choose between end- or businesscustomer for your registration/login.
If you are already registered you only have to enter your customerID and password.

For creating a new account, just click on the link 'new'.
Now you will be asked for your data - mandatory fields are marked with a star.

After this you can apply a new device

As soon as you finalized this step, a popup window appears which contains the just created device. Now you can decide whether to delete or save it.

At last you get the pre-built rma-request evidence. Please print it and include it in the delivery.

In order to view the current status of your device, after sending it to us, you have two options:

- by serialnumber
- by customerID

Therefore click on the jobstatus link among the menu.

Thank you for using our rma-service