

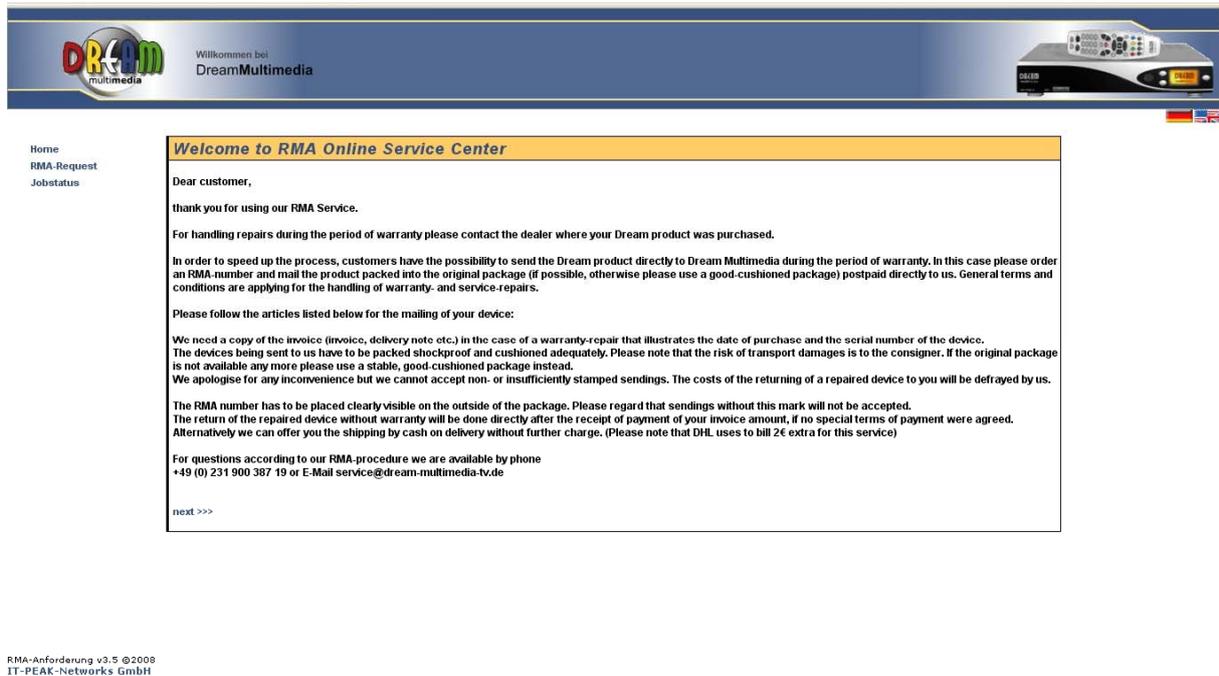
In order to make your repair as much comfortable as possible, we have the rma-service.

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:



The screenshot shows the top navigation bar with the Dream Multimedia logo and a product image. The main content area is titled "Welcome to RMA Online Service Center" and contains the following text:

Home  
RMA-Request  
Jobstatus

**Welcome to RMA Online Service Center**

Dear customer,  
thank you for using our RMA Service.

For handling repairs during the period of warranty please contact the dealer where your Dream product was purchased.

In order to speed up the process, customers have the possibility to send the Dream product directly to Dream Multimedia during the period of warranty. In this case please order an RMA-number and mail the product packed into the original package (if possible, otherwise please use a good-cushioned package) postpaid directly to us. General terms and conditions are applying for the handling of warranty- and service-repairs.

Please follow the articles listed below for the mailing of your device:

We need a copy of the invoice (invoice, delivery note etc.) in the case of a warranty-repair that illustrates the date of purchase and the serial number of the device. The devices being sent to us have to be packed shockproof and cushioned adequately. Please note that the risk of transport damages is to the consigner. If the original package is not available any more please use a stable, good-cushioned package instead. We apologise for any inconvenience but we cannot accept non- or insufficiently stamped sendings. The costs of the returning of a repaired device to you will be defrayed by us.

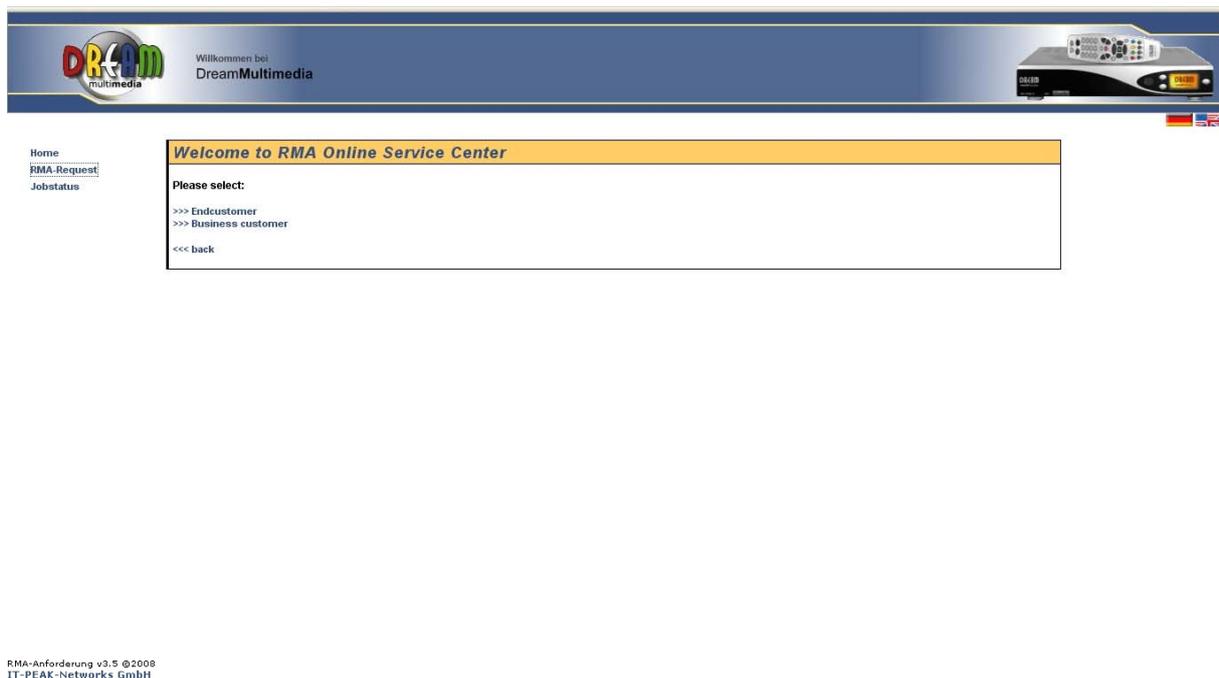
The RMA number has to be placed clearly visible on the outside of the package. Please regard that sendings without this mark will not be accepted. The return of the repaired device without warranty will be done directly after the receipt of payment of your invoice amount, if no special terms of payment were agreed. Alternatively we can offer you the shipping by cash on delivery without further charge. (Please note that DHL uses to bill 2€ extra for this service)

For questions according to our RMA-procedure we are available by phone +49 (0) 231 900 387 19 or E-Mail [service@dream-multimedia-tv.de](mailto:service@dream-multimedia-tv.de)

next >>>

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On the left you have the sitemap – click on the 2<sup>nd</sup> link (rma-request) in order to login (in case you are already registered) or to create a new account.



The screenshot shows the same top navigation bar as the previous page. The main content area is titled "Welcome to RMA Online Service Center" and contains the following text:

Home  
RMA-Request  
Jobstatus

**Welcome to RMA Online Service Center**

Please select:

>>> Endcustomer  
>>> Business customer  
<<< back

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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.

**Request RMA**

For speeding up the repair we ask all our customers to request an RMA-number (Return Material Authorisation) before sending the defective unit to us. This helps pretty much to handle the device in the best possible way.

For receiving an RMA-number please fill out the form stated below completely. Mandatory fields are marked with a star (\*)

**Login**

<b>CustomerID(*):</b>	enter CustomerID	if existing, like the format Dxxxxxxxx
<b>Password</b>	*****	Password forgotten ?
new	next	

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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.

**Request RMA**

For speeding up the repair we ask all our customers to request an RMA-number (Return Material Authorisation) before sending the defective unit to us. This helps pretty much to handle the device in the best possible way.

For receiving an RMA-number please fill out the form stated below completely. Mandatory fields are marked with a star (\*)

**Login**

<b>CustomerID(*):</b>	field closed	if existing, like the format Dxxxxxxxx
<b>Password</b>	*****	Password forgotten ?
reload	save	

**Address for account**

<b>Anrede:</b>	Mr	
<b>Last name(*):</b>	enter Last Name	last name
<b>Name(*):</b>	enter Name	name
<b>Street(*):</b>	enter Street	complete street name and house number
<b>Postcode(*):</b>	enter Postcode	postcode, if applicable incl. country abbreviation
<b>City(*):</b>	enter City	
<b>Country(*):</b>	DE	
<b>Telephone(*):</b>	enter Phone	complete telephone number, beyond Germany incl. dialing code
<b>Fax:</b>	Fax eingeben	if available
<b>E-Mail(*):</b>	enter E-Mail address	E-mail address for queries on our part

**Address of delivery (Optional)(Show details...)**

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After this you can apply a new device

Willkommen bei DreamMultimedia

Home  
RMA-Request  
Jobstatus

City (*)	Lünen	
Country (*)	DE	
Telephone (*)	0180111111	complete telephone number, beyond Germany incl. dialing code
Fax	Fax eingeben!	if available
E-Mail (*)	marcel.folgnand@dream-multimedia.de	E-mail-address for queries on our part

Address of delivery (Optional)(Show details...)

Type of article group (*)	Geräte komplett	Please select the most fitting type
Type of Dreambox (*)	Dreambox DM7025	e.g. DM500s, DM7000s
Accessory (*)	<input type="checkbox"/> Fernbedienung für DM... <input type="checkbox"/> Bedienungsanleitung... <input type="checkbox"/> 220V Netzkabel <input type="checkbox"/> Originalverpackung f... <input type="checkbox"/> Festplattenschrauben...	Please select the accessory that will be sent additionally to us
Serialnumber (*)	7C203040000789	Please find it on the sticker at the back or bottom of the device. If you send only the Accessory, please note the serialnumber from the device.
Date of purchase (*)	01/16/2008	Please click on the calendar! This information is needed to determine a warranty claim
Category of error (*)	Sonstiges	Please select the most fitting type
Miscellaneous (*)	Störungen des Displays / k...	Please select the most fitting type
Error description (*)	No display at all	Please tell us as short and precise as possible the occuring error (max. signs 255)
Kostenvoranschlag	<input type="checkbox"/>	Please enter a max. Amount without €-characters.

neu laden      Gerät Anlegen

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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.

Type of Dreambox	Serialnumber	Date of purchase	
Dreambox DM7025	7C203040000789	1/16/2008 12:00:00 AM	✖

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.

Willkommen bei DreamMultimedia

Home  
RMA-Request  
Jobstatus

**Welcome to RMA Online Service Center**

Please select:

>>> Jobstate with CustomerID  
>>> Jobstate with Serialnumber

Thank you for using our rma-service