



Portal User Guide

Create a New Account

Welcome to the HMS Portal! If this is your first time using the portal, you'll need to create a new account.

1. Choose an email address and set a password for your account.
 - *Password Requirements:* Your password should be at least 8 characters long and include characters from at least three of the following categories: uppercase letters, lowercase letters, numbers, and special characters.
2. Please check the box confirming that you give consent for HMS to process your data.
3. Once you're ready, click "Register" to complete your sign-up.

You will receive an email with a confirmation link to verify your account and complete the registration process.



Please enter your contact information and click 'Save' to proceed.

The RMA registration process consists of two steps.

Step 1 – Overview Information

Provide the case overview details, the requested service, including your internal reference number, your purchase order number and whether an Advance Replacement is needed. Additionally, select Yes or No for the following options:

- **Return non-repaired item**
- **Repair unit if out of warranty or warranty has been voided**

Once completed, proceed to the next step by selecting "Continue."



Create Case – RMA

General information, product registration on page 2

Subject *

Company *

Jonathan Fagerberg



Company Name

HMS Test

Contact Person

Claim Type

Analyze and repair



Your Reference No.

Customer PO Number

PO123456

General error description – Individual details on next page



Return non repaired item *
☐ No ☐ Yes

Repair unit if out of warranty or warranty has been voided? *
☐ No ☐ Yes

Should you choose to proceed with the repair of a product that is either out of warranty or has had its warranty voided, a repair fee ranging up to 40% of the product's value will apply.

By selecting "Yes", you acknowledge that you have read and understood our general policy.

Advance replacement
No

Should you agree, kindly attach the purchase order (PO) for the advance replacement product below. A credit note will be issued once the faulty product is returned and its defect is covered by warranty.

Attach a file
Choose Files No file chosen

[Continue](#) [Cancel](#)

Step 2 – Add Case Individuals

To provide detailed information about the product you're returning, click **+Create** under the "Products to Return" tab.

Home > 202503-41650

test

To complete your registration, add case individuals by selecting +Create under the case individuals-section below

Active – New

Products to return

[+ Create](#)

Case Number (Case)	Serial number ↑	Article number	Status Reason	Delivery Date
There are no records to display.				



Enter the required information and click **Submit**. Your registration is now complete.

Create

A screenshot of a 'PRODUCT REGISTRATION' form overlaid on a background image of a smiling man in a white shirt holding a tablet. The form has a blue header bar with the title 'PRODUCT REGISTRATION'. Below the header, there are four input fields: 'Article Number *' (a text box), 'Serial Number (Example A06M845A)' (a text box), 'Case Category *' (a dropdown menu with 'Select' and a downward arrow), and 'Detailed Information *' (a large text area). At the bottom left of the form is a blue 'Submit' button.

PRODUCT REGISTRATION

Article Number *

Serial Number (Example A06M845A)

Case Category *

Select

Detailed Information *

Submit

Approval from HMS

Once your case is submitted, please wait for HMS approval before returning your product. The HMS product returns department will review the information and send you a confirmation email once your case is approved.

Upon approval, you will also receive an email with a document containing the return address for your product, based on your geographical location. **Please print this document and attach it to your shipment.**



RMA No. 202503-41650

17 March 2025

Put this left part of the paper inside the box, and the right packaging slip visible on the package!

HMS Product Returns Department
Stationsgatan 37
30250 Halmstad

Contact information:
Product Returns Halmstad
+46 35 17 29 99
returns@hms.se



17 March 2025

HMS Product Returns Department
Stationsgatan 37
30250 Halmstad

Product Returns Halmstad
+46 35 17 29 99
returns@hms.se

SHIP TO
HMS INDUSTRIAL NETWORKS AB
RMA DEPARTMENT, +46 35 17 29 99
STATIONSGATAN 39B
30250 HALMSTAD
SWEDEN

202503-41650

Communicating with HMS

If you need to communicate with HMS about your ongoing case, you can reply directly to an HMS email related to your case from your email client. Please ensure that you do not change the subject line of the email, as changing it may prevent the message from being properly tracked in our system.

Add Delivery Address

If you would like HMS to return the repaired or replacement product to a different address, such as an end user's address, you can enter it under the "Delivery Address" tab for each case.

If no address is provided, the default return address will be your company address.



Delivery Address

If you wish to have your repaired product returned to another address than your own, please input the address in the section below.

Company

HMS Test

Mobile Phone

Street Address

Stationsgata 37

City Address

Halmstad

Postal Code

30292

Reference


Country


Sweden




Reset Password

To reset your password, go to the "Sign In" tab and click on **Forgot your password?**



Start |  | Sign in

 Sign in

Register

Sign in with a local account

* Email

* Password

☐ Remember me?

Sign in

Forgot your password?