

The MHL Computer Products RMA process is NEW & IMPROVED!


Click on **RMA/REPAIR** on the menu to get to the Repair Services page, then click on the **Printer RMA Form button** in the upper right-hand corner:

The screenshot shows the MHL Computer Products website. The navigation bar includes links for ABOUT, PRODUCTS, MFR BRANDS, RMA/REPAIR (highlighted in orange), PROMOTIONS, QUOTE/ORDER, and CONTACT. Below the navigation bar, the main heading reads "Minimize POS Printer and Scanner Repair Downtime Because Customer Service is Critical". To the right of this heading is a blue button labeled "PRINTER RMA FORM" with a gear icon. Below the heading, there is a paragraph of text explaining the importance of printer repair in the banking industry. Further down, there is a section titled "POS PRINTER REPAIR SERVICE SOLUTIONS TO FIT YOUR NEEDS" with a paragraph of text. At the bottom of the page, there are five small icons representing different service options: Flat Rate, Express, Depot Maintenance, Time & Materials, and Warranty.

Select your **Service Contract Type** from the options available, or Time & Materials if you are not under contract:

The screenshot shows the MHL Computer Products website's "Service Contract Type" selection page. The navigation bar is the same as in the previous screenshot. Below the navigation bar, the heading reads "SELECT YOUR SERVICE CONTRACT TYPE AND COMPLETE THE NECESSARY INFORMATION TO SUBMIT YOUR PRINTER REPAIR ORDER. IF YOU DON'T KNOW YOUR CONTRACT TYPE OR WISH TO PURCHASE A NEW CONTRACT, CONTACT YOUR MHL SALES REP." Below this heading, there are five service contract options displayed as cards. Each card has an icon, a title, a description, a price, and an "Add to cart" button. The options are: Flat Rate Service Contract (piggy bank icon, \$0.00), Express Service Contract (clock icon, \$0.00), Depot Maintenance Service Contract (gears icon, \$0.00), Time & Materials Service (gears and wrench icon, \$0.00), and Warranty Service Contract (warranty seal icon, \$0.00). A "Default sorting" dropdown menu is located at the top right of the card area.

Service Contract Type	Icon	Price	Action
Flat Rate Service Contract	Piggy bank under umbrella	\$0.00	Add to cart
Express Service Contract	Express clock	\$0.00	Add to cart
Depot Maintenance Service Contract	Gears	\$0.00	Add to cart
Time & Materials Service	Gears and wrench	\$0.00	Add to cart
Warranty Service Contract	Warranty seal	\$0.00	Add to cart


When you click the ADD TO ORDER button, you will advance to the order summary page. You can click the Add Another Printer button to go back to the previous page and add another, or proceed with identifying your account and shipping instructions. 

"Service: Flat Rate" has been added to your cart.



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Add Another Printer

		Product	Price	Quantity	Subtotal
		Service: Flat Rate Manufacturer & Model Epson Serial Number 12345 Problem Description ▾ won't print Accept Terms & Conditions (see Additional Information section below) Yes	\$0.00	1	\$0.00
					Update cart

You can click the VIEW CART link in the page footer to be taken to a screen summarizing your RMA order information:



[ABOUT](#) [PRODUCTS ▾](#) [MFR BRANDS ▾](#) [RMA / REPAIR](#) [PROMOTIONS](#) [QUOTE/ORDER](#) [CONTACT](#)

		Product	Price	Quantity	Subtotal
		<div>Service: Flat Rate</div> <div>Manufacturer & Model</div> <div>Epson</div> <div>Serial Number</div> <div>12345</div> <div>Problem Description ▾</div> <div>won't print</div> <div>Accept Terms & Conditions (see Additional Information section below)</div> <div>Yes</div>	\$0.00	<div>1</div>	\$0.00

Update cart

CART TOTALS

Subtotal	\$0.00
Shipping	Flat rate
	Shipping to OH.
Total	\$0.00

Process Printer RMA

If all of your information is entered and correct, click the **PROCESS PRINTER RMA** button to continue finalizing your RMA order.

One of the big benefits of the new RMA method is the ability to [create and save your account information](#), allowing for faster completion of information on future RMA orders. If you check the **Create an Account** checkbox, it will prompt you to enter a password to save your information, and on future RMA's you need only click the [Click Here to Login](#) link, enter your username and password, and your saved information will appear, along with the option to **enter and save multiple ship-to locations**.

MHL
Computer Products

ABOUTPRODUCTS▼MFR BRANDS▼RMA / REPAIRPROMOTIONSQUOTE/ORDERCONTACT

Be sure to add rmaorders@mhl-cp.com to your [safe/approved senders list](#) to receive your email confirmation (or check your filtered folder if confirmation does not appear in your inbox after placing your RMA order).

After placing your RMA Order, ship your printer/scanner to:
MHL COMPUTER PRODUCTS, INC.
ATTN: RETURNS DEPARTMENT
442 W. DUSSEL DR.
MAUMEE, OH 43537

BE SURE TO INCLUDE YOUR RMA ORDER #
YOUR ORDER # IS YOUR RMA #

☐ Returning customer? [Click here to login](#)

BILLING DETAILS

First name *

Last name *

Company name *

Country *

United States (US) ▼

Street address *

House number and street name

Apartment, suite, unit etc. (optional)

Town / City *

State *

▼

ZIP *

Phone *

Email address *

☐ Create an account?

☐ **SHIP TO A DIFFERENT ADDRESS?**

Order notes (optional)

Notes about your order, e.g. special notes for delivery.

The bottom of the page shows a summary of your order. Be sure to check the **I'm not a robot box**, then click the **Submit RMA** button to submit your RMA Order.

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ABOUT PRODUCTS MFR BRANDS RMA / REPAIR PROMOTIONS QUOTE/ORDER CONTACT

☐ I'm not a robot

reCAPTCHA Privacy Terms

☐ Create an account?

YOUR ORDER

Product	Subtotal
Service: Flat Rate Manufacturer & Model Epson Serial Number 12345 Problem Description ▾ won't print Accept Terms & Conditions (see Additional Information section below) Yes × 1	\$0.00
Subtotal	\$0.00
Shipping	Flat rate
Total	\$0.00

Submit RMA

Instructions for shipping your printer and the **RMA Order number** are on the confirmation page, as well as emailed to you. Be sure to add rma@mhlcpc.com to your safe/approved senders list to receive your email confirmation (or check your filtered folder if confirmation does not appear in your inbox after placing your RMA order).

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ABOUT PRODUCTS MFR BRANDS RMA / REPAIR PROMOTIONS QUOTE/ORDER CONTACT

Be sure to add rma@mhlcpc.com to your [safe/approved senders list](#) to receive your email confirmation (or check your filtered folder if confirmation does not appear in your inbox after placing your RMA order).

After placing your RMA Order, ship your printer/scanner to:
MHL COMPUTER PRODUCTS, INC.
ATTN: REPAIR DEPARTMENT
422 W. DUSSEL DR.
MAUMEE, OH 43537

BE SURE TO INCLUDE YOUR RMA ORDER #
YOUR ORDER # IS YOUR RMA #

Thank you. Your order has been received.

ORDER NUMBER: 3925 DATE: January 8, 2021 EMAIL: dfrendt@ccllc.info TOTAL: \$0.00

ORDER DETAILS

Product	Total
Service: Flat Rate Manufacturer & Model Epson Serial Number 12345	

If you have any questions, contact your MHL Sales Associate or Customer Service at 800-343-1764.