



STORZ & BICKEL

INSTRUCTIONS

creating a repair request (RMA)

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CUSTOMER ACCOUNT CREATION

How do I create a customer account?

By creating a customer account you already
earn 200 S&B Points. Learn more:
www.storz-bickel.com/sb-points

Step 1
Open website:
www.storz-bickel.com

...nown, please select your country to be directed to the correct store.  Germany ▾

Sign In or **Create an Account** Engli



Create New Customer Account

Personal Information

First Name *

Last Name *

Sign Up for Newsletter

Date of birth *

Gender

choose your country if the correct one isn't already selected.*

Step 2
Create account.

To open a customer account, you must be at least 18 years old.

All fields marked with a * are required fields.

***The correct country must be selected in order to complete the RMA application.**

Step 3

Confirm your e-mail address.

We will send you an e-mail notifying you about your customer account creation.

Follow the instructions in the e-mail and confirm your e-mail address to complete the registration.



Once you have created your customer account, you can register your S&B devices.

DEVICE REGISTRATION

How do I register my devices?

After confirming your e-mail, you can log in and access several features.



My Account

My Orders

Address Book

Account Information

Gift Card

My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

My Account

Account Information

Contact Information

[Edit](#) | [Change Password](#)

Newsletters

You are not subscribed to our newsletter.

[Edit](#)

Address Book [Manage Addresses](#)

Default Billing Address

You have not set a default billing address.

[Edit Address](#)

Default Shipping Address

You have not set a default shipping address.

[Edit Address](#)

Step 4

Select
„My Devices“.

Register your device.



My Account

My Orders

Address Book

Account Information

Gift Card

My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

My Devices

REGISTER DEVICE

Step 5
Select
„register device“.

If the invoice date is unknown, you can send an e-mail with the serial number to info@storz-bickel.com and request it.

If no invoice is available, a photo of the serial number can be uploaded.

In some cases the registration gets rejected due to missing or incorrect information.

Step 6
Fill in all info.

Device registration

Enter Serial Number *

Product Type *

--Please Select--

Invoice Date *

Invoice *

Click here or drop a file on this area.

Allowed file types: .pdf, .jpg, .jpeg, .png (max. 2MB)

SUBMIT

Device registration


Enter Serial Number *

Product Type *

Invoice Date *

Invoice *


Click here or drop a file on this area.

Allowed file types: .pdf, .jpg, .jpeg, .png (max. 2MB)

Step 7
Select
„Submit“.



SUBMIT

You will receive a confirmation e-mail once the registration of your device was successful. This can take up to 72 hours.

RMA INITIATION

How do I create a Return Merchandise Authorization (RMA)?

Once your Device is approved for registration you can create an RMA.



Thank you for registering your device.

My Account

My Orders

Address Book

Account Information

Gift Card


My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

My Devices

Thumbnail	Name	Serial Number	Purchase Date	Warranty Date	State	Action
	VOLCANO HYBRID	VH000002	31/01/2019	31/01/2022	Registered	Initiate RMA

REGISTER DEVICE

You can check the state of your device here any time.

Step 8
Select „Initiate RMA“.

Step 9 Fill in RMA.

My Orders

Address Book

Account Information

Gift Card

My Product Reviews

Newsletter Subscriptions

My Returns

My Devices

Create New Return

Country *	Region
<input type="text" value="--Please Select--"/>	<input type="text"/>
First name *	Last name *
<input type="text"/>	<input type="text"/>
Address *	Addition to address
<input type="text"/>	<input type="text"/>
City *	Postcode *
<input type="text"/>	<input type="text"/>
Phone *	
<input type="text"/>	
Email *	Confirm email *
<input type="text"/>	<input type="text"/>

Return Items Information

Item *	Quantity To Return *
<input type="text" value="MIGHTY MEDIC"/>	<input type="text"/>
	Remaining Quantity: 1
	Place of purchase *
	<input type="text"/>
	Price *
	<input type="text"/>
	Error description *
	<input type="text"/>

Step 10
Select
„Start RMA“.

START RMA

RMA has now been initiated. You will receive a confirmation email from the service department. This can take up to 72 hours.

The RMA state can be checked in the customer account under „My Returns“.



My Account

My Orders

Address Book

Account Information

Gift Card

My Product Reviews

Newsletter Subscriptions

My Returns


My Devices

Step 11
Select
„My Returns“.

We will send you an e-mail
notifying you when the state
of your RMA changes.

You can check the
state of your device
here any time.

My Devices

Thumbnail	Name	Serial Number	Purchase Date	Warranty Date	State	Action
	VOLCANO HYBRID	VH00000 2	31/01/2019	31/01/2022	Registered without Proof	Buy Repair

[REGISTER DEVICE](#)

PAID REPAIR

How do I buy a paid repair?

Buy a Paid repair.



VOLCANO
HYBRID

VH00000
2 31/01/2019 31/01/2022 Registered

REGISTER DEVICE

Step 12
Select
„Buy Repair“.

Buy Repair

In some cases the „**Buy Repair**“ Button can be found on a **different location**. As seen on **Page 16**.

In some cases the „Buy Repair“ Button can be found in a different location.



VOLCANO
HYBRID

VH00000
2

31/01/2019 31/01/2022 Registered

Step 12.1
Select
„View Return“.

View Return

Return #000000000000

Request Information

Step 12.2
Select
„Buy Repair“.

Buy Repair

Delivery address

STORZ & BICKEL
In Grubenäcker 5-9
Tuttlingen, Baden-Württemberg, 78532
Germany
T: +4974619697070

Shipping and Tracking Information

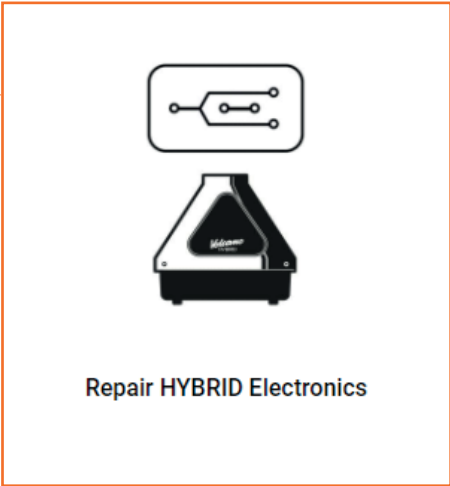
Track this shipment

Choose the repair case which fits best to the defect of your device.

Step 13
Select a fitting repair.



Repair HYBRID ONYX Electronics



Repair HYBRID Electronics



Repair HYBRID Housing



Repair HYBRID (ONYX) Heating



Repair HYBRID (ONYX) Air Management/Housing Bottom Part



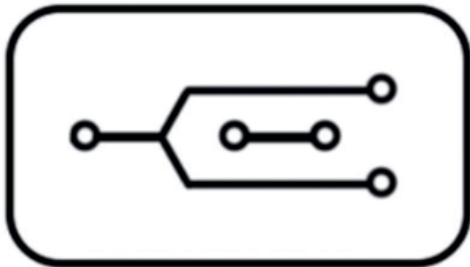
Repair HYBRID ONYX Housing

If you are unsure which repair case is right for your device, you can check the descriptions of the repair cases or contact service@storz-bickel.com.

Repair HYBRID Electronics

Be the first to review this product

In stock
SKU#: 99 70-NA



Step 14
Choose the serial number you want to buy a repair for.

Repair *

-- Please Select --

1 ADD TO CART

♥ Add to Wish List

Step 15
Select „Add to cart“.

Follow the instructions of the check-out process.

Step 16

Return your defective device.

Please follow the packaging notes in your RMA confirmation e-mail or at www.storz-bickel.com/service under the heading „Further information“ when sending us your device.



The RMA state can be checked in the customer account under „My Returns“.



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