

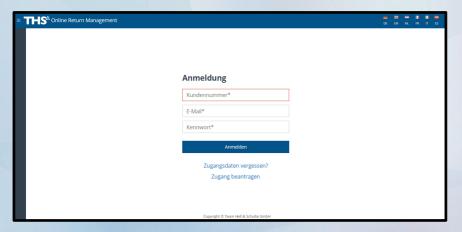
THS ONLINE RETURN MANAGEMENT

https://rma.ths-hemer.de

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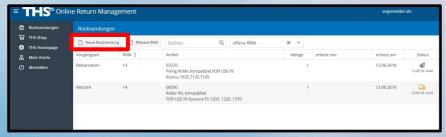
We continually optimise our business processes for you. For your returns, you can use our THS online RMA portal at rma.ths-hemer.de and enter all the data quickly and conveniently directly into your customer account.

Step-by-step returns made easy:



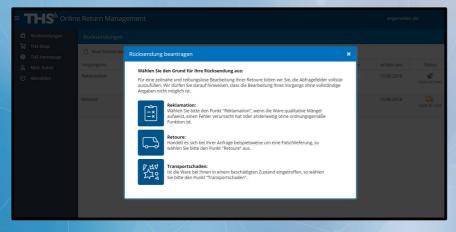
1. Registration / Login

You will receive your access details once you have registered. Then log in to your personal online space.



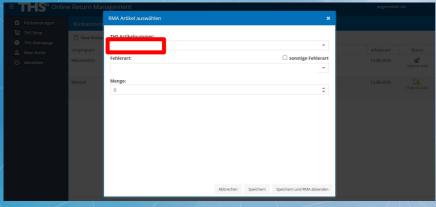
2. Returned goods

For returned goods, select "new declaration".



3. Select the type of return

- claim
- Return
- Transport damage



4. Add THS item codes

Please enter the corresponding THS item code or part of it in the field provided and select the item. Once you have made your choice, the system will guide you step by step through the application procedure.

THS ONLINE RETURN MANAGEMENT

Vos Avantages:

- The returns portal guides you step-by-step through the returns process.
- Optimum process flow, because the flow of information is fast and targeted
- Maximum transparency thanks to access to personal history and permanent access to all documentation
- Quick and easy communication with the THS support team

- Centralised recording of your returns operations Keep an overview!
- Real time savings thanks to reduced correspondence
- a low error rate minimises requests for further information
- Thanks to the considerable reduction in the returns process, you can concentrate on your day-to-day activities.

Do you have any questions? Do you need our help? Your THS team will be happy to help - contact us!

Téléphone: (+33) 249 880 380

E-Mail: <u>info@ths-hemer.de</u>



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