

How to Request a Return Material Authorization (RMA) for Product Repair

This article explains the complete process for requesting a Return Material Authorization (RMA) from Elo – Now part of Zebra Technologies for product repair.

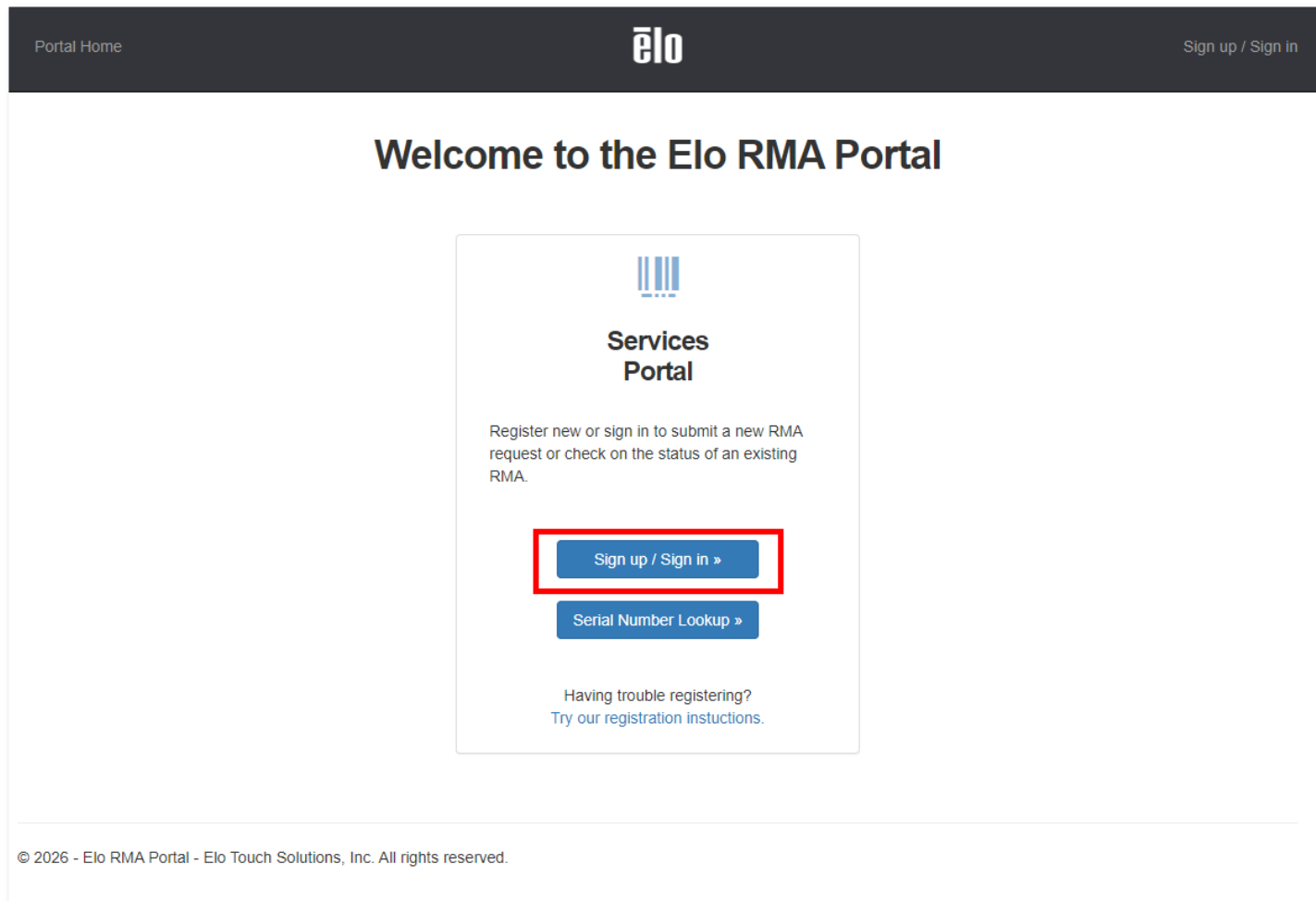
Before You Begin: Please have the following information ready:

- **Serial number** for the Elo device.
- **Credit card** for out-of-warranty repairs (a flat-rate fee will be quoted).
- **Return shipping address** where the repaired unit should be sent.
- **PO or reference number** (you may use your name if a PO is not required).

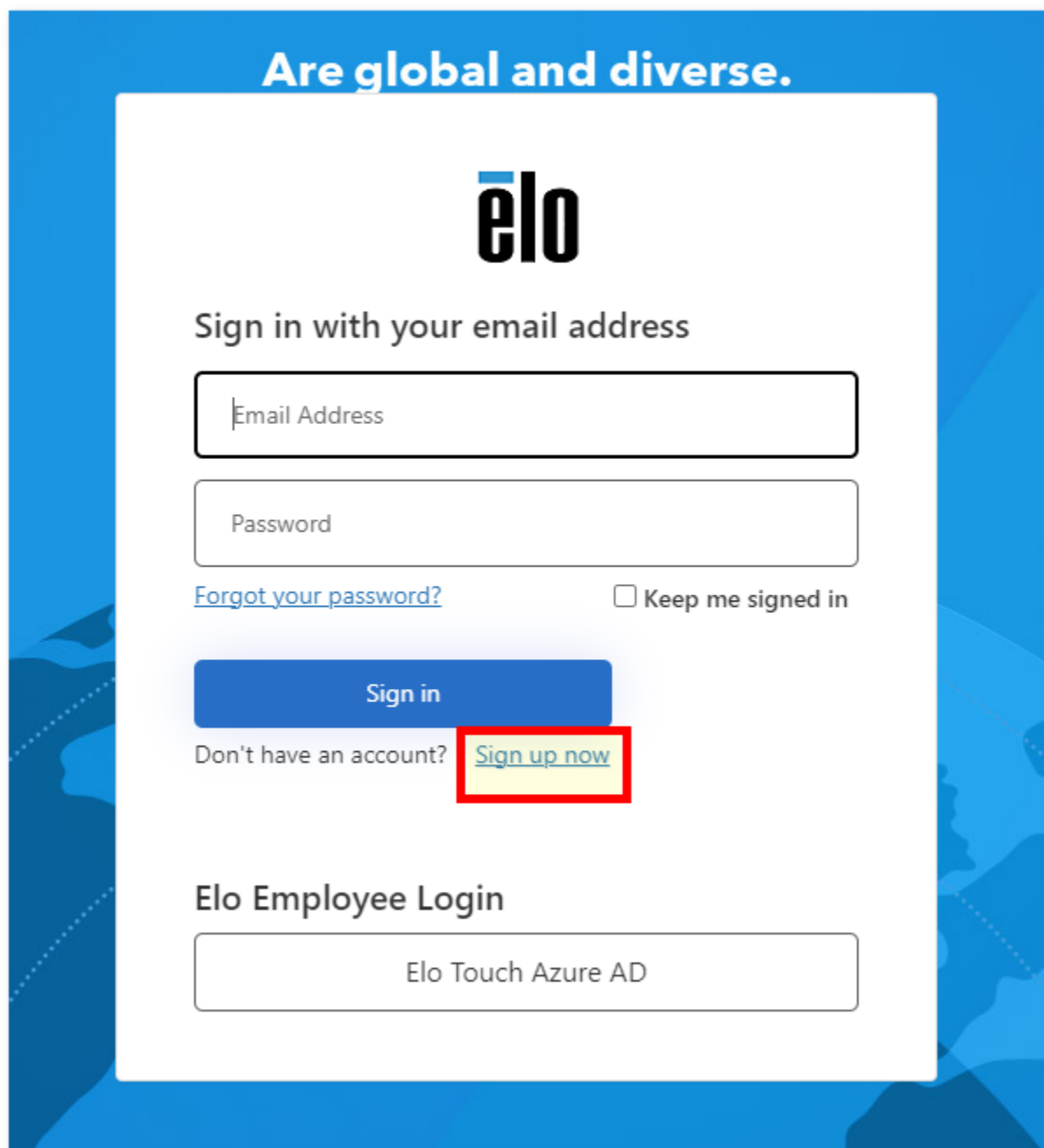
Section 1: Create an Elo RMA Account

Account Creation Note: If you experience any errors or difficulties while setting up your account, please refer directly to the detailed troubleshooting steps in [Section 3: Troubleshooting](#) at the bottom of this article.

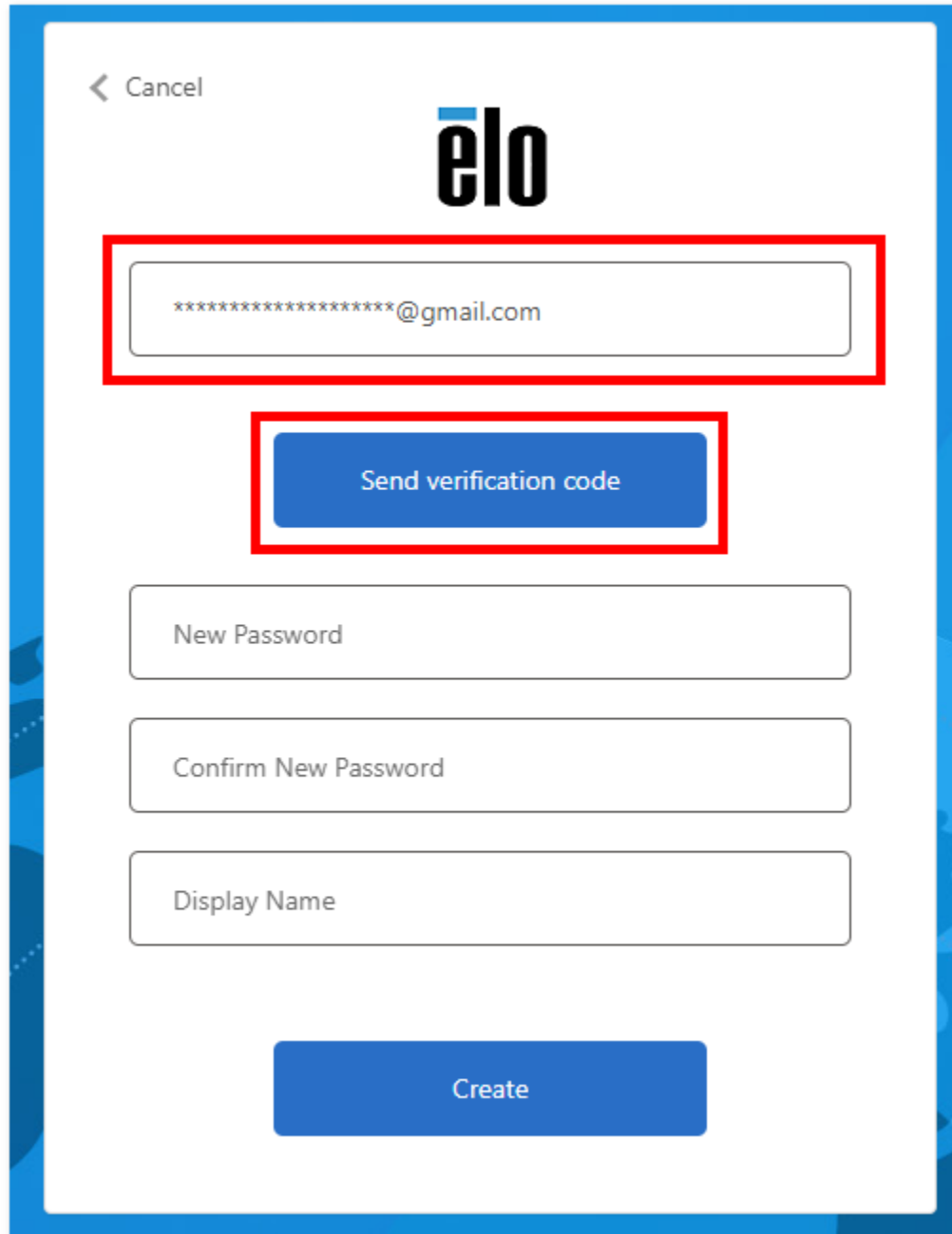
1. To begin, create an account on the official RMA portal. Navigate to: <https://rma.elotouch.com/> and click **"Sign up/Sign In"**.



2. For a new registration, click **"Sign up now"**.

The image shows a login and registration page for 'elo'. The page has a blue header with the text 'Are global and diverse.' and the 'elo' logo. Below the logo, it says 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. Below the 'Email Address' field, there is a link 'Forgot your password?' and a checkbox 'Keep me signed in'. Below the 'Password' field, there is a blue 'Sign in' button. Below the 'Sign in' button, there is a link 'Don't have an account? Sign up now'. The 'Sign up now' link is highlighted with a red box. Below the 'Sign up now' link, there is a section titled 'Elo Employee Login' with a button 'Elo Touch Azure AD'.

3. Enter your **"Email Address"** and click **"Send Verification Code"**. Do not enter password information until you have verified your code.



The image shows a registration screen for the 'elo' app. At the top left is a back arrow and the word 'Cancel'. The 'elo' logo is centered at the top. Below the logo is a text input field containing '*****@gmail.com', which is highlighted with a red rectangular border. Underneath this field is a blue button labeled 'Send verification code', also highlighted with a red rectangular border. Below the button are three more text input fields: 'New Password', 'Confirm New Password', and 'Display Name'. At the bottom of the screen is a large blue button labeled 'Create'.

< Cancel

elo

*****@gmail.com

Send verification code

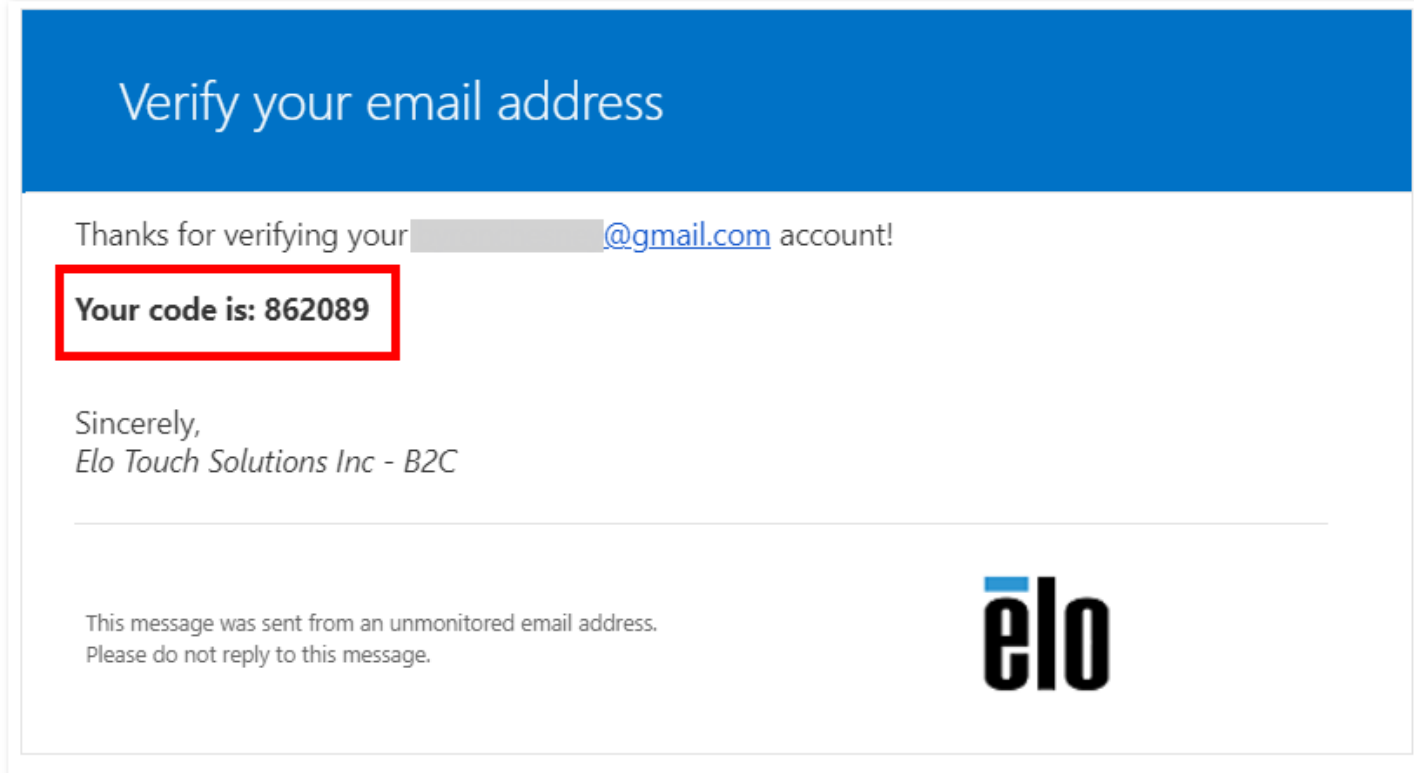
New Password

Confirm New Password

Display Name

Create

4. You will receive an email titled **"Elo Touch Solutions Inc - B2C account email verification code"** containing your code.



5. Enter your **"Verification Code"** and click **"Verify code."**

[< Cancel](#)



Verification code has been sent to your inbox. Please copy it to the input box below.

Verify code

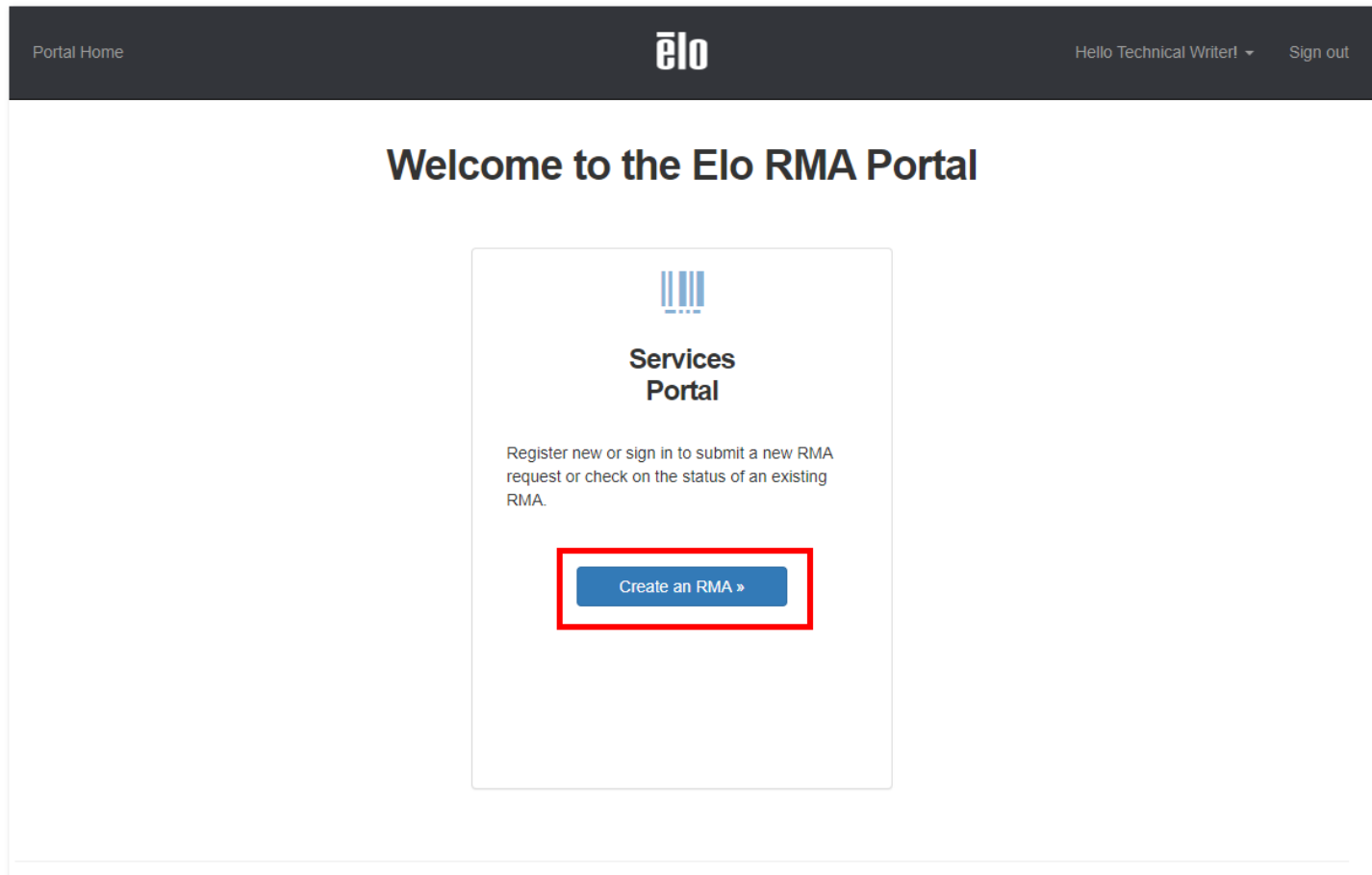
Send new code

Create

6. A confirmation message, "**E-mail address verified. You can continue now,**" will appear. Once you see this, enter and confirm your new password, provide a **Display Name**, and click "**Create.**"

The screenshot shows a mobile app registration screen for 'elo'. At the top left is a back arrow and the text 'Cancel'. The 'elo' logo is centered at the top. Below the logo is a yellow confirmation message box with a red border: 'E-mail address verified. You can continue now.' Below this is an email input field containing a greyed-out email address followed by '@gmail.com'. Underneath the email field is a blue button labeled 'Change e-mail'. Below that is a red-bordered box containing three input fields: a password field with masked characters, a second password field for confirmation, and a display name field containing the text 'Technical Writer'. At the bottom of the red-bordered box is a blue button labeled 'Create'.

7. After successful account creation, you will be directed to the main portal. Click the **"Create an RMA"** button to begin a new request.



Section 2: Creating and Submitting an RMA

Important: All RMA requests must be submitted through the online portal. Do not contact RMA Services or Technical Support to manually generate an RMA.

1. Select your **Region and Country**, then enter the **serial number(s)** of the product(s). Double-check all serial numbers for accuracy.

The screenshot shows a two-step form for creating an RMA. Step 1, 'Select Region and Country (required)', features two dropdown menus labeled '-- Choose Region --' and '-- Choose Country --'. Step 2, 'Check Warranty Status (by Serial Number)', includes a text box for serial numbers with the instruction: 'Please enter valid serial numbers in the box below to view the status of your warranty. Most serial numbers are located on the rear side of your monitor.' Below the text box, it says '0 serial numbers listed. (limited to 50)' and provides an example: 'example: K122223333, L777888999, G11A222333'. A 'Lookup' button is at the bottom.

2. Complete the return details. For **Reason for Return**, choose **Physical Damage** if any damage is present. Review the **Warranty Status** and click **Create RMA for 1 product**.

The screenshot displays the 'Warranty Status Results' page. At the top right, it says '1 item checked.' and has a green button 'Create RMA for 1 product >' (annotated with a red circle and '2'). Below is a table with columns: Serial Number, Material Part Number, Material Description, Warranty Status, Cost, Warranty End Date, and Reason For Return. The first row shows a product with Material Description 'ESY10I4-2UWD-0-4G-3E-AQ-GMS-BK-NS', Warranty Status 'In Warranty', Cost '0.00', and Warranty End Date '06/26/2029'. The 'Reason For Return' dropdown is set to 'Please Choose...' (annotated with a red circle and '1'). Below the table is a 'Warranty Coverage' section with a table showing various coverage types and their remaining percentages.

Warranty Coverage	End Date	Remaining
Accidental Damage Protection (ADP) ?	Expired	0%
Extended Warranty ?	06/26/2029	55%
Standard OS 360 ?	06/26/2024	0%
Standard Warranty ?	06/26/2026	0%
Extended OS 360 ?	01/08/2031	89%

3. Enter the **Shipping Address** where the repaired unit will be returned.

RMA Processing - General Information

[Portal Home & Login »](#)

General Info

Configuration

Confirmation

Images

Terms

Payment

Complete

General Info

Email Address

@gmail.com

Region

North America

Country

North America - United States of America (US)

PO Number

(optional for your records)

Existing Addresses

Add A New Shipping Address

Company Name

Attn (Name)

Street

City

Region/State

Postal Code

Telephone

Fax

4. Provide a detailed **Reason for Repair** (up to 100 characters) and click **Continue**.

Material Part Number	Serial Number	Warranty Status	Warranty Type	Repair Cost	Return Reason	Reason For Repair
E390647		In Warranty	Extended Warranty	0.00	Software/Operating System	Operating system will not boot. 32 of 100 characters. Required
				Total:	\$0.00	

Continue »

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5. When prompted, check the shipping address and verify it is correct. If correct, click on the **Verify** button.

The screenshot displays the 'RMA Processing - General Information' page. At the top right is a link for 'Portal Home & Login »'. Below the title is a navigation bar with tabs: 'General Info' (active), 'Configuration', 'Confirmation', 'Images', 'Terms', 'Payment', and 'Com'. A modal window titled 'Address Verification' is centered on the screen. Inside the modal, it states: 'Elo Touch utilizes USPS and Google to verify your shipping addresses. We do this to ensure accurate shipping. Please verify the address below.' There is a grey rectangular input field for the address. Below it, a green box contains the text 'Address verified successfully.' At the bottom right of the modal, there is a green button with a white checkmark and the text 'Verify', which is highlighted with a red rectangular border. In the background, parts of the main form are visible, including fields for 'Email', 'PO (optional for your)', 'Material Part Number' (with value 'E300647'), 'In Warranty' (with value 'B225A11061'), 'Extended Warranty' (with value '0.00'), and 'Software/Operation System'.

6. **Android Configuration Prompt:** If you are submitting an Android device, you will be prompted to input additional configuration information:
- Select your **Android Version, Manufacturing Release (MR) version**, and include any applicable **Configuration Notes**.
 - *Note:* If nothing is selected, the versions will default to factory settings. If this step does not apply to your product, simply click the **Continue** button to proceed.

General Info

Configuration

Confirmation

Images

Terms

Payment

Complete

Product Configuration (for Android Products only):

If applicable, please select your Android Version and Manufacturing Release (MR) version.

If nothing is selected, the versions will match factory settings.

If not applicable to your product, please proceed to the next page.

Details

Material Part Number	Serial Number	Warranty Status	Warranty Type	Android Version	MR Version	Configuration Notes
E390647		In Warranty	Extended Warranty	Please Choose... ▼	Please Choose... ▼	Limited to 100 characters.

[Continue »](#)

7. Carefully review all information and click on the **Confirm** button if everything is correct.

Portal Home

RMA Portal ▾

elo

Hello Technical Writer! ▾

Sign out

RMA Processing - Verification

Portal Home & Login »

General Info

Configuration

Confirmation

Images

Terms

Payment

Complete

Email Address

@gmail.com

Shipping Country

North America - United States of America (US)

PO Number

(optional for your records)

Sold To:

Confirm RMA Item List

Details

Material Part Number	Serial Number	Warranty Status	Warranty Type	Repair Cost	Return Reason	Reason For Repair
E390647		In Warranty	Extended Warranty	0.00	Software/Operating System	Operating system will not boot.
				Total: \$0.00		

Confirm »

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8. Upload any photos of the hardware that may be helpful to the repair team, and then click **Continue**.

Portal HomeRMA Portal

elo

Hello Technical Writer!Sign out

RMA Processing - Image Upload

Portal Home & Login »

General Info

Configuration

Confirmation

Images

Terms

Payment

Complete

Image Upload

Please attach a picture of the unit's label as well as any pictures that might help our technicians diagnose your issue for repair. Attaching pictures to your RMA request can help speed up the repair and return process

Choose Files

PXL_20211117_153431732.jpg

Filesize limited to 10MB. PNG (.png), Bitmap (.bmp), JPEG (.jpg, .jpeg) only.

File Name	File Size	Upload Date	
PXL_20211117_153431732.jpg	2003MB	8/6/2026 1:19:34 PM	View

Continue »

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9. Check the boxes to agree to both the **Terms and Conditions** and the **No Trouble Found (NTF) Fee**, then click **Agree & Continue**.

[Portal Home](#) [RMA Portal](#)  [Hello Technical Writer!](#) [Sign out](#)

RMA Processing - Terms & Conditions

[Portal Home & Login »](#)

[General Info](#) [Configuration](#) [Confirmation](#) [Images](#) [Terms](#) [Payment](#) [Complete](#)

Terms and Conditions

All purchases of Elo products are subject to Elo's standard Terms of Sale which can be found at <https://www.elotouch.com/terms-of-sale>

☒ I agree to the above Policy and Terms

No Trouble Found Fee

In the event Elo determines that a Product returned under warranty is either not defective in workmanship or materials, or performs in accordance with Elo's technical specifications ("no trouble found" or "NTF"), Elo will clean and test the Product and ship the Product back to Customer in accordance with the NTF fee structure below:

- Standard warranty NTF fee: \$75
- AUR warranty NTF fee: \$125
- OSE warranty NTF fee: \$200

☒ I agree to the No Trouble Found Fee

[Agree & Continue »](#)

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10. Once the submission is finalized, a confirmation email with return packaging instructions will be sent. Click **Print Return Instructions** to print all necessary shipping documents. You will also receive an RMA summary email from noreply@elotouch.com detailing the RMA.

[Portal Home](#) [RMA Portal](#)  [Hello Technical Writer!](#) [Sign out](#)

RMA Processing - Complete

[Portal Home »](#)

General Info

Configuration

Confirmation

Images

Terms

Payment

Complete

Your RMA has been submitted successfully!
Below you will find your RMA details including how to print your return instructions. You have been sent an email with all of the information as well.

RMA Number: 4000400463
Status: submitted
[Print Return Instructions](#)

Shipping Address

Payment Information

(n/a)

Details

Serial Number	Part Number	Qty	Return Reason	Warranty Type	Comments
	E390647	1	Software/Operating System	Extended Warranty	Operating system will not boot.

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11. **Out of Warranty Units:** If your unit is out of warranty, you will be directed to submit payment via **PayPal**. The total shown is pre-tax; final invoicing will include your applicable regional tax. Charges are processed when the repaired unit ships back to you.

General Info

Confirmation

Terms and Conditions

Payment

Complete

Your total is \$499.

If you have an existing PayPal account, click the "PayPal" button below to make a payment and complete your RMA.
To pay with a credit card, click the "Debit or Credit Card" button below to make a payment and complete your RMA.

PayPal

Pay Later

Debit or Credit Card

Powered by 

12.You can check on the status of your RMA by visiting: <http://rma.elotouch.com/RMAStatus>

Portal Home

RMA Portal ▾



Hello Technical Writer! ▾

Sign out

RMA Status

RMA Number:

Serial Number:

Ex: 4000242676

Ex: A99A000999

Search

RMA Number	Incoming Tracking	Name/Address	RMA Date	Serial Number	RMA Reason	Comments	Warranty Type	Status
4000400463	Edit/Add		08/06/2026		Software/Operating System	Operating system will not boot.	Extended Warranty	(N/A)

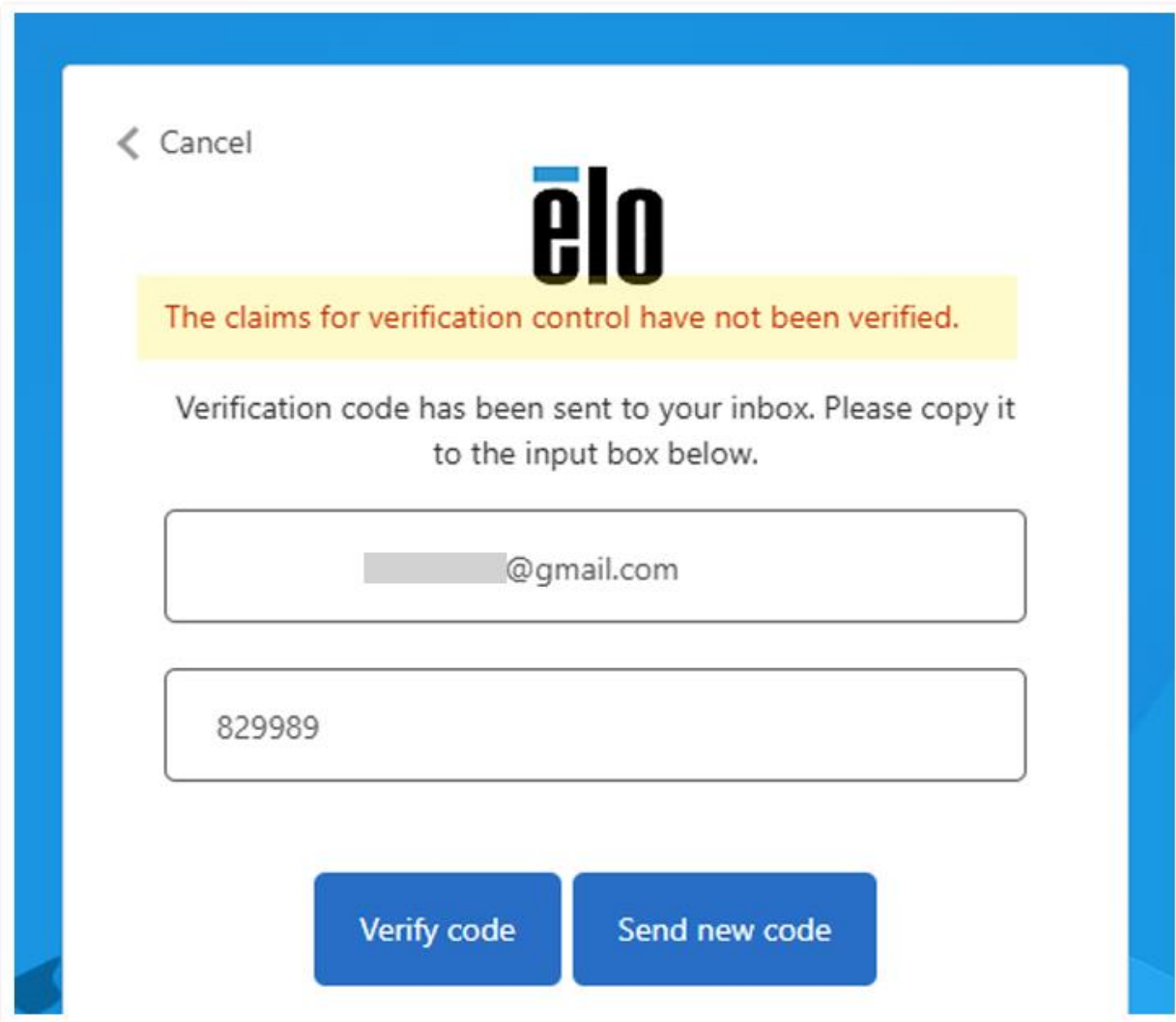
Page 1 of 1

1

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Section 3: Troubleshooting

1. **"Claims for verification control have not been verified":** This error indicates the registration process was done out of order. Please restart the account creation process, ensuring you click **"Verify Code"** before creating your password.



The screenshot shows a mobile app interface for ELO. At the top left is a back arrow and the text "Cancel". In the center is the ELO logo. Below the logo is a yellow banner with the error message: "The claims for verification control have not been verified." Underneath the banner, text states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: the first contains a masked email address "████████@gmail.com", and the second contains the verification code "829989". At the bottom are two blue buttons: "Verify code" and "Send new code".

< Cancel

elo

The claims for verification control have not been verified.

Verification code has been sent to your inbox. Please copy it to the input box below.

████████@gmail.com

829989

Verify code Send new code

2. **Password Acceptance Errors:** If you see errors related to password strength, please create a stronger password that meets the specified criteria.

The password must be between 8 and 64 characters.

Your password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a number
- a symbol

The password must be between 8 and 64 characters.

Your password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a number
- a symbol

3. **Password Matching Error:** Ensure that your **"Password"** and **"Confirm New Password"** fields match exactly.

The screenshot shows a mobile app registration screen for 'elo'. At the top left is a back arrow and the text 'Cancel'. The 'elo' logo is centered at the top. A yellow error box with a red border contains the message: 'The password entry fields do not match. Please enter the same password in both fields and try again.' Below this is a text input field containing 'elotouchwebdev+21@gmail.com' with a red eye icon on the right. A blue button labeled 'Send verification code' is centered below the email field. There are two password input fields, both masked with dots and having red eye icons on the right. The bottom-most input field contains the text 'Software Development Tool' and also has a red eye icon. A large blue button labeled 'Create' is at the bottom center of the form.