

RMA Visual Inspection Procedures for BeeStation



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Find your information

Synology publishes a wide range of supporting documentation.

In [Knowledge Center](#), you will find useful Help and FAQ articles, as well as video tutorials breaking up processes into handy steps. You can also find User's Guides, Solution Guides, brochures, and White Papers. Experienced users and administrators will find answers and guidance in technical Administrator's Guides and Developer Guides.

Got a problem and unable to find the solution in our official documentation? Search hundreds of answers by users and support staff in [Synology Community](#) or reach [Synology Support](#) through the web form, email or telephone.



Purpose

The information provided in this document is applicable to Synology BeeStation. All BeeStation products requiring a return merchandise authorization (RMA) must be returned in the same condition as they were received from Synology. The following chapters will explain the criteria for RMA denial and acceptance.

Notes:

- Before returning, make sure to reset your device to factory condition to ensure that all personal data has been erased.
- All images in this document are for illustrative purposes only. The layout of your product may differ from that in the figures provided.

Criteria for Acceptance

Packaging

More proper packing and shipping instructions are available in the [Appendix](#).

Use bubble wrap or EPE material to protect the device.



The power supply cord must also be packaged and returned with the device.



Product appearance

The BeeStation logo should be clearly visible.

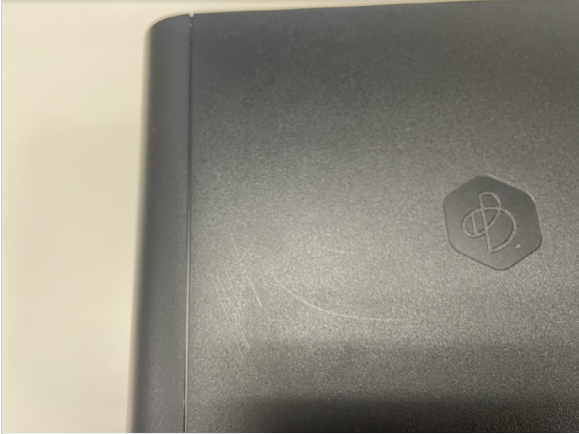


The 13-digit S/N number should be clearly visible and all of its digits should be distinguishable.



Criteria for Acceptance

Any scratches or dents on the device should be minor.



The device should still be in its original physical state, with no signs of deliberate destruction or dismantling.



Criteria for Denial

Packaging

Improper protection materials were used to package the device, its cables, and its adapters (e.g., no packaging materials with cushioning were used, incorrectly sized packaging used, or the items were loosely packed causing them to bounce around during transport).



The original box is unopened.

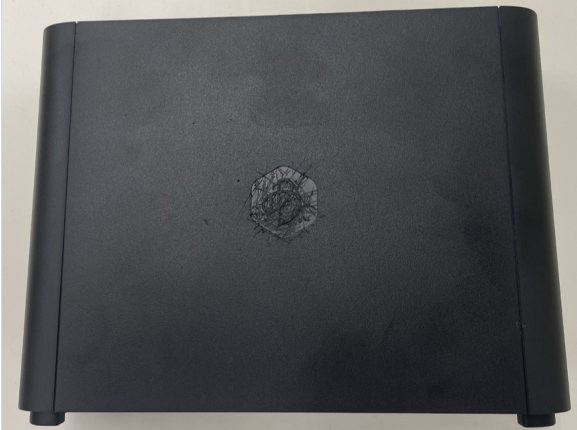


The package contains non-BeeStation products.



Product labels

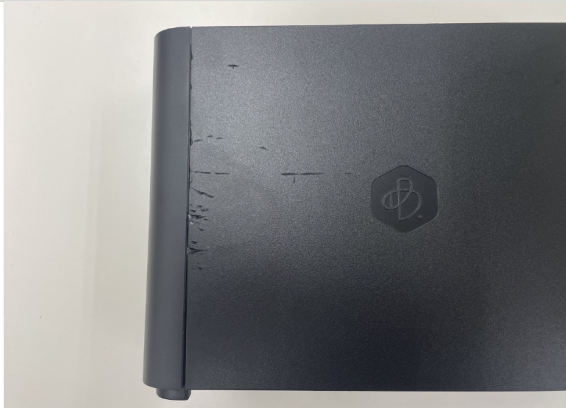
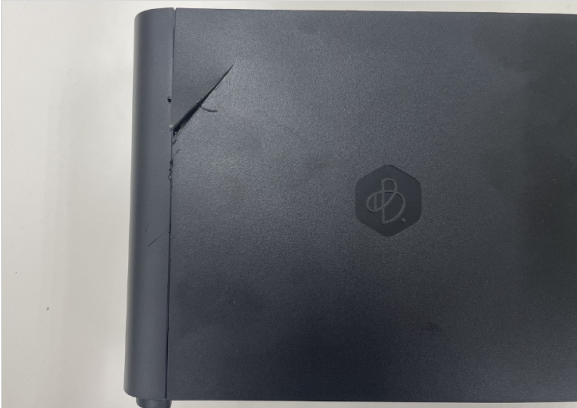
The BeeStation logo is blurry or in any other condition that makes it impossible to identify.



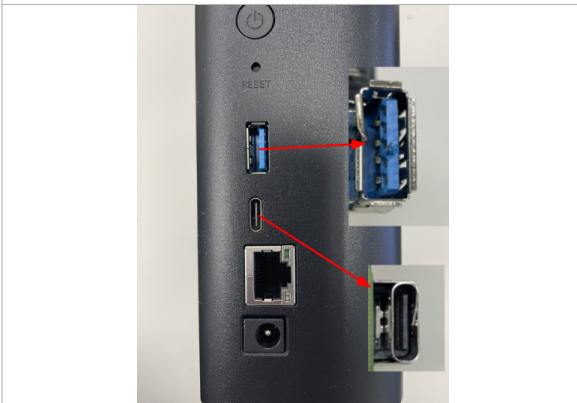
The 13-digit S/N is unclear or otherwise unreadable in any way.



The device shows severe damage, deformation, or signs of deliberate destruction.



The USB-A or USB-C connector is broken or damaged.



Appendix

Packaging and shipping instructions

Before shipping, contact the local reseller or distributor where you purchased the product for an RMA number.

1. Wrap BeeStation with bubble wrap or EPE material, then carefully place it into a box.
2. Do not use packaging pellets, peanuts, air bags, or newspapers.
3. Make sure there is no extra space inside the box for BeeStation to move around.
4. If necessary, place the packing slip inside the package and seal the box along all edges and openings with nylon tape or PVC insulation tape.
5. Stick the shipping label on the outside of the package.





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