



Compex Systems Return Merchandise Authorization (RMA) Process SOP

Compex Systems RMA

User Guide

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1 Introduction / 简介

To streamline and improve the efficiency of handling product return and repair requests, Compex has implemented a dedicated RMA (Return Merchandize Authorization) System. This SOP (Standard Operating Procedure) provides a step-by-step guide on how to access the system and submit RMA requests accurately and efficiently, ensuring timely support and smooth processing.

2 Steps / 步骤

Step 1 – Access the RMA System

- 1) Open your **browser** and go to the **Compex RMA System login page**:
<http://58.211.27.60:621/>
- 2) Log in with your **RMA Username and Password** to submit your RMA request.
(If you don't have your RMA credentials, please reach out to your sales representative.)

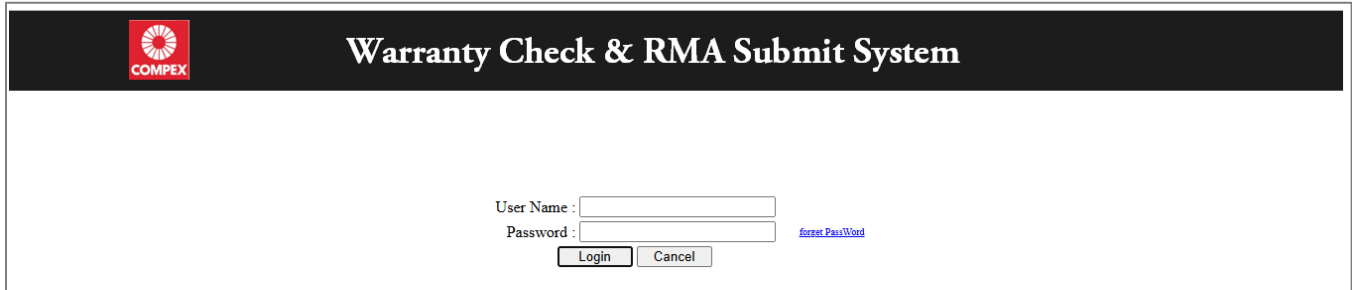
The screenshot shows the login interface for the 'Warranty Check & RMA Submit System'. At the top left is the Compex logo, which consists of a red square with a white sun-like icon and the word 'COMPEX' in white. To the right of the logo, the title 'Warranty Check & RMA Submit System' is displayed in white text on a dark background. Below this header, the login form is centered. It includes a 'User Name' label followed by a text input field, a 'Password' label followed by a text input field, and a blue link labeled 'Forgot PassWord' to the right of the password field. At the bottom of the form are two buttons: 'Login' and 'Cancel'.

Figure 3: Compex Warranty Check & RMA Submit System Page

5) Out-of-Warranty RMA Service:

Compex offer paid RMA service for products that are no longer under warranty. Customers are responsible for both-way freight charges and repair cost. Our repair team will review the request and communicate all cost for confirmation before proceeding with the service. *Please contact your sales representative if you need further assistance.*

Step 2 – Submit an RMA Request

- 1) Click on “**RMA Check**” in the right menu and open the **SOP for Module/Router Board/ Router Shipment** document link to read the instructions for returning RMA item(s) to Compex.

**** Important:** When preparing the shipping documents, **do not indicate terms such as "RMA" or "Return"** to avoid delays at Shanghai Customs.

- 2) Enter the **Serial No** and click “Search” to retrieve product information.

RMA Check

The form below allows you to enter serial number information and retrieve warranty status. Enter the serial number in the fields below and click "Search".

Note: Additional information such as MAC address may be required to look up for serial numbers.
Buyer is responsible for applicable customs charges and duties for shipment arrangement of product delivery both ways. .

[SOP for Module shipment](#) [SOP for Router Board shipment](#) [SOP for Router shipment](#)

Please Key in Serial No:

Figure 4: RMA Check Page

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- 3) Select the appropriate **product type**, fill in the **Failure Report** and click “**ADD**” to include the information in your RMA submission.
- 4) Match your product with the correct **product type**:

Your Product	Select this category in RMA Check
Embedded Board with Wireless Module(s)	BOARD + MiniCard
Embedded Board	BOARDS
Wireless Module	MiniCard
Full Box Built Access Point	Router

(If you're unsure which category to select, please contact your sales representative for assistance.)

RMA Check
The form below allows you to enter serial number information and retrieve warranty status. Enter the serial number in the fields below and click "Search".
Note: **Additional information such as MAC address may be required to look up for serial numbers.**
Buyer is responsible for applicable customs charges and duties for shipment arrangement of product delivery both ways..

Please Key in Serial No:

Please select the product which you need to return

☐ BOARD+MiniCard
☐ BOARDS
☒ MiniCard
☐ Router

Product Detail
Product/Model WLE200N2 6A0000
Serial Number 33593351
In/Out of Warranty **Product Within Warranty!**
2026-04-18

Failure Report

CustomerID	Item Code	Serial No	Description
Delete 512035	WLE600VX 7AA000S	32440230	故障原因 ☐

Figure 5: RMA Check Page

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- 5) Click “Next” to continue.

To add another Serial No please enter SN and search again. If all SN are added ,Please click Next to proceed!
Please Key in Serial No:

	CustomerID	Item Code	Serial No	Description	
Delete	512035	WLE600VX 7AA000S	32440230	故障原因	☐
Delete	512035	WLE200N2 6A0000	33593351	故障1	☐

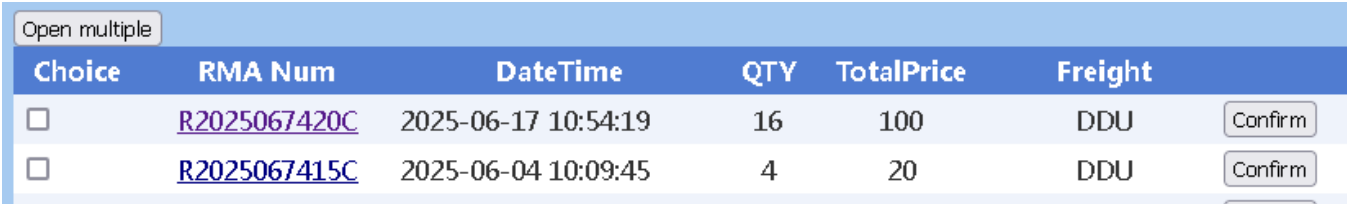
Figure 6: RMA Check Page

- 6) Enter **your contact person, email address, company name, shipping address, receiver’s name** and **contact details**. Select the **return address** and click “**submit**” to complete your RMA request.
- 7) After submission, an email will automatically be sent to the corresponding sales representative.
Please promptly send back the product(s) that require repair.
- 8) All RMA item(s) should be sent to the following address:

Compex (Suzhou) Co, Ltd
12 ChuangTou Industrial Square Lou Feng North,
Suzhou Industrial Park, Suzhou, China 215122

Step 3 – Invoice List

- 1) Navigate to the **"Invoice List"** via the left-hand menu to view submitted RMA details.
- 2) Click **"Confirm"** next to the relevant RMA to edit freight information.
- 3) Click the **"RMA Num"** to view print the invoice for the respective RMA.
- 4) To combine multiple RMA invoices, select the desired entries under **"Choice"** and click **"Open Multiple"**.



Open multiple						
Choice	RMA Num	DateTime	QTY	TotalPrice	Freight	
☐	R2025067420C	2025-06-17 10:54:19	16	100	DDU	Confirm
☐	R2025067415C	2025-06-04 10:09:45	4	20	DDU	Confirm

Figure 7: Combine Multiple RMA Invoices in the Invoice List Page

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Step 4 – RMA More Check

- 1) You can submit **RMA requests in bulk** using a **Lot Number**.
- 2) Enter the **Lot No.** and click **“Search”**. The system will display all Serial No under that box number.
Select them individually or click **“Select All”** to choose all Serial Numbers
- 3) Enter the **“Reason Remarks”** and click **“ADD”** to add the RMA information. Then click **“Next”** to proceed.
- 4) Fill in the required information and click **“Submit”** to submit the form.
- 5) After submission, an email will automatically be sent to the corresponding sales representative. **Please promptly send back the products that require repair.**
- 6) All RMA item(s) should be sent to the following address:

Compex (Suzhou) Co, Ltd
12 ChuangTou Industrial Square Lou Feng North,
Suzhou Industrial Park, Suzhou, China 215122

RMA Check

The form below allows you to enter serial Lot# information and retrieve warranty status. Enter the Lot# number in the fields below and click **“Search”**.

Note: **Additional information such as MAC address may be required to look up for serial numbers.**

Buyer is responsible for applicable customs charges and duties for shipment arrangement of product delivery both ways..

Please Key in Lot# No:

☐ Select All

Product Detail

ItemCode	SerialNo	select the product	In/Out of Warranty
☒	33591029	☐ BOARD+ MiniCard ☒ BOARDS ☐ MiniCard	
☒	33591033	☐ BOARD+ MiniCard ☒ BOARDS ☐ MiniCard	

Figure 8: Submit Bulk RMA Request Using a Lot No. in RMA Check Page

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Step 5 – RMA Document Update

- 1) Enter the **RMA number (RMANO)** and click **“Inquiry”** to search for submitted RMA records.
- 2) Click **“Select”** next to the result to view the detailed serial numbers (SNs) for that product model.
- 3) You can **update** or **delete** individual SN entries, or click **“Delete All”** to remove all entries for that model.
- 4) You may also use **“Add Data”** to add more RMA entries.

RMA Documents Update

RMANO: 6

Update Data

SN:

BOMNO:

Failure:

Add Data

SN:

BOMNO:

WarrDate:

Failure:

CustID	RMANO	BOMNO	QTY	UnitPrice	TotalPrice	Freight	Mode
111074	R2025067421S	WPQ508-VA 03PR128512E-1	5	10	50	DDU	Select DeleteAll
111074	R2025067421S	WPQ508-VA 04PR128512E-1	4	10	40	DDU	Select DeleteAll
111074	R2025067421S	WP531-VA 7A10PCW32128H-K1	6	10	60	DDU	Select DeleteAll

ID	RDDOCO	BOMNO	SN	Failure	Mode
6	R2025067421S	WPQ508-VA 03PR128512E-1	33513934	MISO pin staying high for U43.	Update Delete
7	R2025067421S	WPQ508-VA 03PR128512E-1	33514312	Resistor R6853 misaligned on pad.	Update Delete
8	R2025067421S	WPQ508-VA 03PR128512E-1	33514321	Rebooting when mobile module connected.Components missing /broken off RL20 & RL22.	Update Delete

Figure 9: RMA Documents Update Page

You have now successfully submitted your RMA items into the Complex RMA System.

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Step 6 – User Info Update

- 1) You can update your password and your assigned sales representative's email address.
- 2) To update your **password**, enter the new password and click “**Confirm Change**”.
- 3) To update the **sales representative's email address**, enter the new address and click “**Confirm Change**”.

The screenshot displays the 'User Info Update' interface. On the left, a sidebar menu lists several options: 'RMA Check', 'Invoice List', 'RMAMore Check', 'RMA Update', and 'UserInfo Update', with the last one highlighted by a red rectangle. The main panel, titled '用户设置' (User Settings), is divided into two sections. The top section, '修改密码' (Change Password), includes input fields for '登录名' (Login Name), '新密码' (New Password), and '确认密码' (Confirm Password), a '部门' (Department) field, and a '确认修改' (Confirm Change) button. The bottom section, '修改邮箱' (Change Email), includes input fields for '登录名' (Login Name), '原邮箱' (Original Email), and '新邮箱' (New Email), and another '确认修改' (Confirm Change) button.

Figure 10: User Info Update