RMA number: [   ]
Approve code: [   ]
[Authorize]

RMA (Return Material Authorization) Procedure Overview

MikroTik warrants all RouterBOARD series equipment for the term of twelve (12) months from the shipping date to be free of defects in materials and workmanship under normal use and service, except in case of damage caused by mechanical, electrical or other accidental or intended damages caused by improper use or due to wind, rain, fire or other acts of nature.

To return failed units to MikroTik, you must perform the following RMA (Return Merchandise Authorization) procedure. Follow the instructions below to save time, efforts, avoid costs, and improve the speed of the RMA process.

1. If you have purchased your product from a MikroTik Reseller, please contact the Reseller company regarding all warranty and repair issues, the following instructions apply ONLY if you purchased your equipment directly from MikroTik in Latvia.

2. MikroTik does not offer repairs for products that are not covered by warranty. Exceptions can be made for: CCR1009-8G-1S, CCR1009-8G-1S-1S+, CCR1009-8G-1S-1S+PC, CCR1016-12G, CCR1016-12S-1S+, CCR1036-12G-4S, CCR1036-12G-4S-EM, CCR1036-8G-2S+, CCR1036-8G-2S+EM, CCR1072-1G-8S+, RB1100, RB1100AH, RB1100AHx2, RB1200, RB600, RB600A, RB800 as a paid service (fees apply).

3. Out-of-warranty devices and devices not covered by warranty sent to MikroTik will be returned to the sender at sender's cost. If the customer has not organized return of such rejected devices within 12 months from the day of arrival, MikroTik has the right to discard them.

4. MikroTik may offer to its Clients a compensation system for certain RouterBOARD models by substituting failed units with new ones, up to 2% of the amount of products purchased by the Client during the last twelve (12) months which is also the warranty period, according to warranty terms. Sold amount will be counted starting from date listed below.

The list of products that will be compensated:

Item	Compensation program start
18POW	2005-03-23
24HPOW	2008-05-13
48POW	2004-09-06
5VUSB	2010-04-12
ACMMCX	2011-06-06
ACMMCXRPSMA	2014-02-14
ACOMNIRPSMA	2014-02-14
ACRPSMA	2014-01-09
ACSWI	2011-06-08
ACSWIM	2011-06-10
ACUFL	2011-06-28
C433	2011-06-03
C450/850 base	2011-06-06

C493 (base)	2011-06-03
C800ALN (base)	2011-06-07
CAOTS	2011-06-08
CAOTU	2011-06-02
CRS109-8G-1S-2HnD-IN	2014-08-13
CRS112-8G-4S-IN	2015-04-01
CRS125-24G-1S-2HnD-IN	2013-10-28
CRS125-24G-1S-IN	2013-10-28
CRS125-24G-1S-RM	2013-10-25
CRS210-8G-2S+IN	2014-10-22
CRS212-1G-10S-1S+IN	2014-12-15
CRS226-24G-2S+IN	2014-03-19
CRS226-24G-2S+RM	2014-06-16
EU Power plug	2008-05-13
MTA Radome Kit(4 kit in box)	2014-09-29
MTA Radome Kit	2014-09-25
MTAD-5G-30D3	2014-05-21
MTAD-5G-30D3-4DISH	2015-05-04
MTAD-5G-30D3-4PA	2015-05-04
MTAD-5G-30D3-4STD	2015-08-03
MTAD-5G-30D3-PA	2014-05-21
MTAS-5G-15D120	2015-10-12
MTAS-5G-19D120	2015-10-26
OEMMMCX	2013-02-08
QM	2015-06-22
QME	2015-11-27
QMPro	2015-11-27
R11e-2HnD	2013-11-01
R11e-2HPnD	2013-11-01
R11e-5HacD	2014-08-15
R11e-5HacT	2015-11-16
R11e-5HnD	2013-10-07
R2SHPn	2012-11-20
R52	2008-12-23
R52-350	2007-05-15
R52Hn	2010-01-20
R52HnD	2016-03-02
R52n-M	2010-06-18
R5SHPn	2011-12-23
RB11	2003-10-17
RB1100AHx2	2011-12-06
RB11E	2008-02-18
RB14e	2013-10-07
RB14eU	2013-12-13
RB2011-H	2012-03-15
RB2011iL-IN	2013-08-01
RB2011iL-RM	2013-06-04
RB2011iLS-IN	2013-08-05
RB2011L	2012-03-01
RB2011L-IN	2012-05-01
RB2011L-RM	2012-08-14
RB2011LS	2012-05-01
RB2011LS-IN	2012-05-18
RB2011UAS-2HnD	2012-08-14
RB2011UAS-2HnD-IN	2012-08-27

RB2011UAS-IN	2012-06-28
RB2011UAS-RM	2012-09-11
RB2011UiAS-2HnD	2015-09-14
RB2011UiAS-2HnD-IN	2013-10-22
RB2011UiAS-IN	2013-08-23
RB2011UiAS-RM	2013-08-01
RB250GS	2010-06-01
RB260GS	2013-03-04
RB260GSP	2014-02-03
RB3011UiAS-RM	2015-11-16
RB411	2010-11-01
RB411AH	2010-11-01
RB411AR	2010-11-01
RB411GL	2012-01-01
RB411L	2011-12-01
RB411U	2010-11-01
RB411UAHL	2012-01-01
RB411UAHR	2010-03-29
RB433	2010-11-01
RB433AH	2008-11-06
RB433GL	2011-01-06
RB433L	2012-01-01
RB433UAHL	2012-01-23
RB433UL	2013-05-01
RB435G	2011-06-03
RB44Ge	2012-08-14
RB450	2010-11-01
RB450G	2010-11-01
RB493	2008-08-08
RB493AH	2010-09-06
RB493G	2011-06-03
RB502	2010-11-01
RB604	2010-11-01
RB711-2Hn	2011-07-01
RB711-2HnD	2012-02-07
RB711-411 (base)	2012-04-12
RB711-5Hn	2011-07-01
RB711-5Hn-MMCX	2010-07-20
RB711-5Hn-u.FL	2010-07-20
RB711-5HnD	2011-10-01
RB711A-5Hn-MMCX	2010-07-20
RB711G-5HnD	2011-09-01
RB711GA-5HnD	2011-09-01
RB711UA-2HnD	2011-08-01
RB711UA-5HnD	2011-09-27
RB750	2010-11-01
RB750G	2009-04-20
RB750GL	2011-05-01
RB750Gr2	2015-06-30
RB750P-PB	2015-02-02
RB750P-PBr2	2015-06-11
RB750r2	2015-04-16
RB750UP	2011-11-01
RB750UPr2	2015-09-21
RB751G-2HnD	2012-01-01

RB751U-2HnD	2011-09-01
RB800	2011-06-01
RB816	2012-02-08
RB850Gx2	2014-02-28
RB911-2Hn	2014-01-01
RB911-5HacD	2016-01-26
RB911-5Hn	2014-02-03
RB911-5HnD	2014-01-31
RB911G-2HPnD	2013-06-04
RB911G-5HPacD	2014-07-01
RB911G-5HPacD-NB	2014-08-11
RB911G-5HPacD-QRT	2015-06-11
RB911G-5HPnD	2013-03-19
RB911G-5HPnD-QRT	2014-04-17
RB912UAG-2HPnD	2013-06-04
RB912UAG-2HPnD-OUT	2013-12-12
RB912UAG-5HPnD	2013-03-19
RB912UAG-5HPnD-OUT	2013-05-01
RB921GS-5HPacD-15S	2015-12-09
RB921GS-5HPacD-19S	2015-12-09
RB921UAGS-5SHPacD-NM	2014-08-11
RB921UAGS-5SHPacT-NM	2014-08-15
RB922UAGS-5HPacD	2014-07-01
RB922UAGS-5HPacD-NM	2014-08-13
RB922UAGS-5HPacT-NM	2014-08-13
RB941-2nD	2014-12-01
RB941-2nD-TC	2015-08-24
RB951-2n	2012-06-01
RB951G-2HnD	2013-01-16
RB951Ui-2HnD	2013-06-28
RB951Ui-2nD	2015-01-01
RB952Ui-5ac2nD	2015-10-13
RB952Ui-5ac2nD-TC	2015-08-24
RB953GS-5HnT-RP	2014-12-01
RB962UiGS-5HacT2HnT	2016-01-26
RBcAP2n	2014-05-29
RBcAP2nD	2016-01-26
RBDynaDishG-5HacD	2015-08-01
RBFTC11	2014-09-01
RBGPOE	2011-06-03
RBGPOE-CON-HP	2012-02-06
RBGroove A-5Hn	2011-05-16
RBGroove2Hn	2012-04-01
RBGroove52HPn	2013-04-04
RBGroove5Hn	2011-05-16
RBGrooveA-2Hn	2012-04-01
RBGrooveA-52HPn	2013-04-01
RBGrooveG-52HPacn	2016-05-11
RBGrooveGA-52HPacn	2016-05-11
RBLHG-5nD	2016-01-25
RBmAP2n	2014-06-02
RBmAPL-2nD	2015-12-08
RBMetal2SHPn	2012-10-18
RBMetal5SHPn	2012-05-11
RBMetal9HPn	2014-06-16

RBMetal9SHPn	2014-05-29
RBMetalG-52SHPacn	2016-03-02
RBOmniTikU-5HnD	2011-07-01
RBOmniTikUPA-5HnD	2012-01-18
RBPOE	2011-06-06
RBQRTG-2SHPnD	2013-06-17
RBSEXTANT5HnD	2011-11-08
RBSEXTANTG-5HPnD	2013-04-16
RBSEXTANTG5HnD	2012-05-22
RBSXT2nDr2	2013-01-04
RBSXT5HacD2n	2015-11-16
RBSXT5HnD	2011-01-10
RBSXT5HPnD	2012-03-01
RBSXT5HPnDr2	2014-12-01
RBSXT5nDr2	2013-01-15
RBSXTG-2HnD	2012-11-28
RBSXTG-5HnD	2012-03-01
RBSXTG-5HPacD	2014-07-09
RBSXTG-5HPacD-HG	2015-04-27
RBSXTG-5HPacD-SA	2014-07-09
RBSXTG-5HPnD-HGr2	2013-09-13
RBSXTG-5HPnD-SAr2	2013-05-01
RBSXTG-6HPnD	2016-03-02
RBSXTLTE3-7	2015-08-17
RBwAP2nD	2015-08-24
RBwAP2nD-BE	2015-08-01
RBwAPG-5HacT2HnD	2016-04-04
RBwAPG-5HacT2HnD-BE	2016-04-04
S-31DLC20D	2013-02-01
S-35LC20D	2013-02-01
S-53LC20D	2013-02-01
S-85DLC05D	2013-02-01
S-RJ01	2014-06-01
S+23LC10D	2015-02-02
S+31DLC10D	2013-09-01
S+32LC10D	2015-02-02
S+85DLC03D	2013-09-01
S+DA0001	2014-02-01
S+DA0003	2014-02-01
SFPONU	2015-07-27
Sleeve30	2015-11-27

RMA Procedure

1. Send an email to the MikroTik Support department (support@mikrotik.com), detailing the problem that you are having and including as much information as possible. If the Support Department agrees that the unit cannot be revived on-site, and a repair procedure must be performed, Support Department will give you authorization code and link to the **Hardware support request form.**

2. Fill in Hardware support request form. This form only accepts devices directly sold to you and only items that are covered by warranty. For all items you must provide a problem description and serial number. Products with no serial numbers (such as power supplies) will be selectable from the table of items that were delivered to you.

3. Check if it is possible to obtain compensation by choosing "Preview compensation". System will show how many units can be compensated. When all malfunctioning units are added, please "confirm RMA list".

4. You will receive an E-Mail with RMA link in order to finish and confirm your RMA request. Please use provided link. When it's done, MikroTik will arrange compensated unit dispatch together with next shipment or separately, based