

# Procedure for Product return for warranty


To begin with product return for warranty, please follow these steps.

## Step 1 - Go to Customer Portal

Link: <https://daviteq.supportsync.com/>

## Step 2 - Register

- Press the Register button at the right top of the page.
- Enter the information: Full name, Organization, Email, Password and Shipping information

 We highly recommend you to input Shipping information so that our RMA system can use that info for receiving/shipping purposes;

### Register

Please Register to get access to product support.

Full Name:

Organization:

Email:

New Password:

Please provide your shipping address to expedite service.

Country:

Viet Nam

Recipient:

Address Line 1:

Address Line 2:

City:

Province/Region:

Postal Code:

Phone:

Register

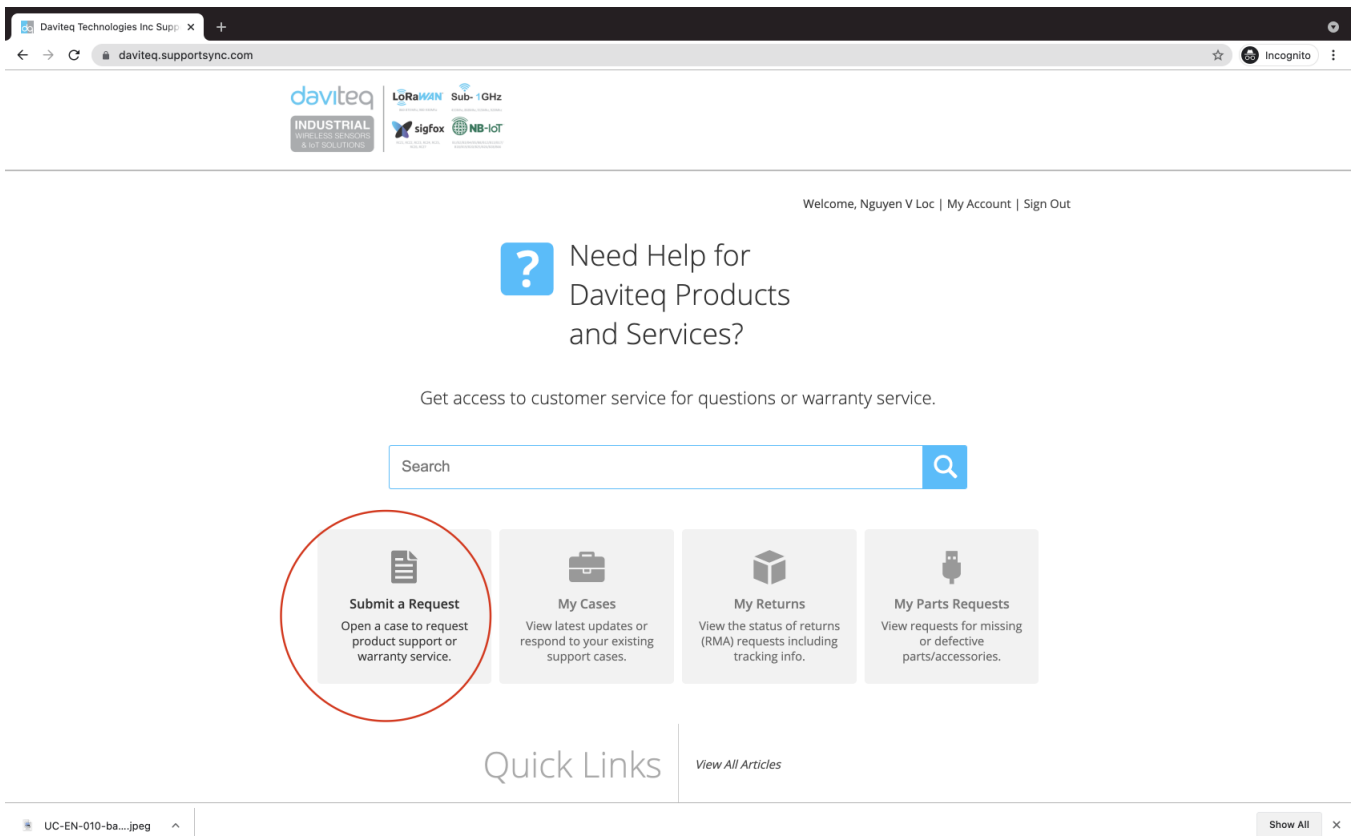
Cancel

## Step 3 - Log in the Portal

- Log in with your email and password

## Step 4 - Submit a Request

- Press the button "Submit a Request";



- **Fill in the information:**

- Select Product: please select the correct product code;
- Select Case type: Question for support, Return Request for returning product for warranty;
- Subject: Please fill in the subject for easy follow up
- Description: please input as below
  - **Product code and quantity to return;**
  - **List of S/N:**
  - **Reason to return: please describe the details of error, defective....as much as possible.**
- Add files: you can attached pictures to prove the reasons above.

## New Support Request

To contact Support, please enter the details of your question or problem below.

Select Product:	<div>Search</div> <div>All &gt; Sigfox Wireless Sensors &gt;</div> <div>WSSFC-ULC-8-01 - Sigfox Ultrasonic Level Sensor for General Level/Distance Measurement, 28-750CMS, Internal antenna, Type AA battery 1.5VDC, IP68, for Sigfox RC1 zones</div>
Select Case Type:	<div>Search</div> <div>Question</div> <div>Return Request</div>
Subject:	<div></div>
Description:	<div></div>
<div>+ Add Files</div>	
<div>Submit</div> <div>Cancel</div>	

- Then press Submit.

After submit the request, you can check your email and this portal to see the updated status of request.

Thank you.

Daviteq Support Team.

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🔗 Revision #4

★ Created Tue, Sep 14, 2021 9:59 PM by [Lộc Vĩnh Nguyễn](#)

✎ Updated Tue, Feb 22, 2022 4:13 AM by [Lộc Vĩnh Nguyễn](#)