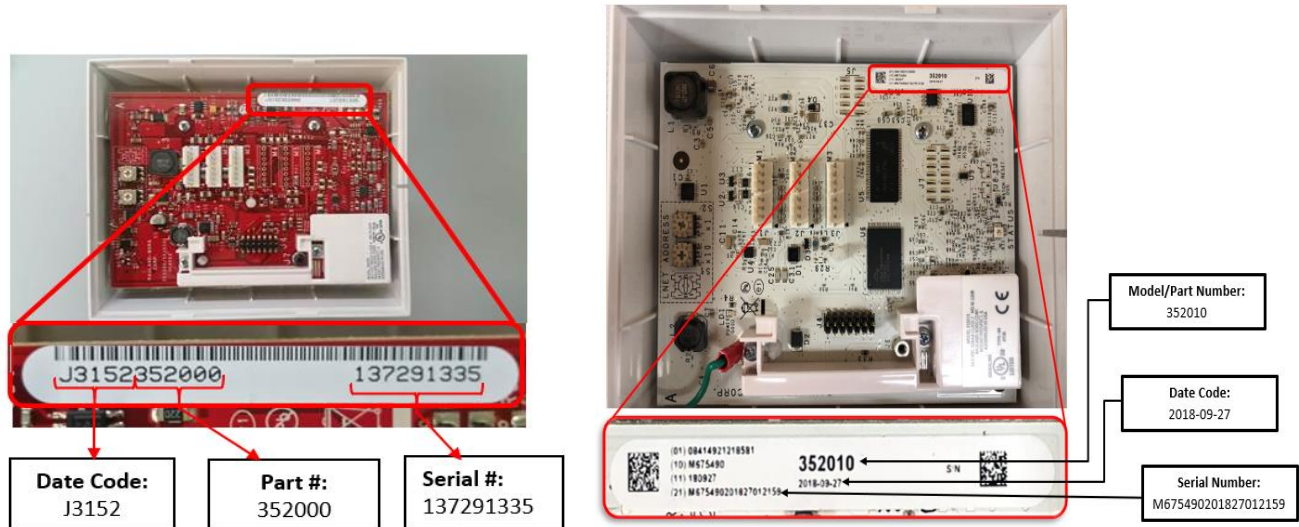# Submitting a Rauland RMA
Through the CEC Customer Portal

Step 1: From the Customer Portal, navigate to the Service icon and select "New RMA Ticket"

Step 2: Fill out the fields using the tips provided. If you have a Rauland part, the date code, serial number and part # are all located on the barcode of the device:

Step 3: Choose "Add Another RMA Part" if you have more than one part to return (can enter up to 5 parts on one ticket).

Step 4: Submit your ticket. It will automatically be routed to CEC for processing.

Step 5: CEC will contact you with an RMA# and shipping address to ship the part(s) directly to Rauland for repair/replacement.

Step 6: Rauland will ship your parts directly back to you after repair/replacement.

Step 7: Final billing will come from CEC via a service ticket invoice.