



Synology RMA Visual Inspection Procedures for BeeStation Instructions

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Purpose

The information provided in this document applies 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

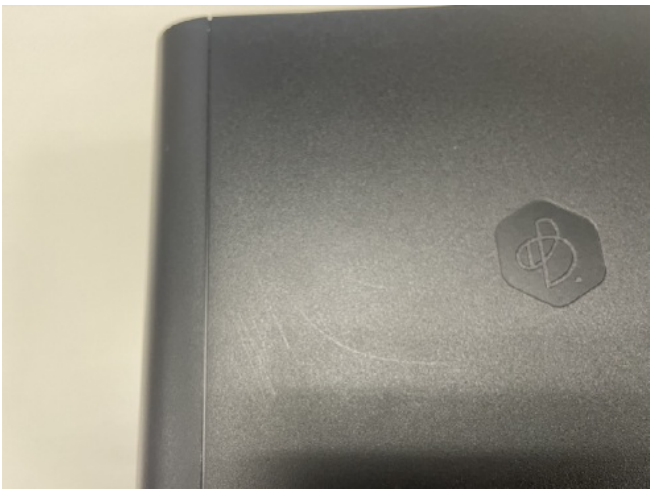
- The BeeStation logo should be visible.



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



- 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 package contains non-BeeStation products.



- The original box is unopened.

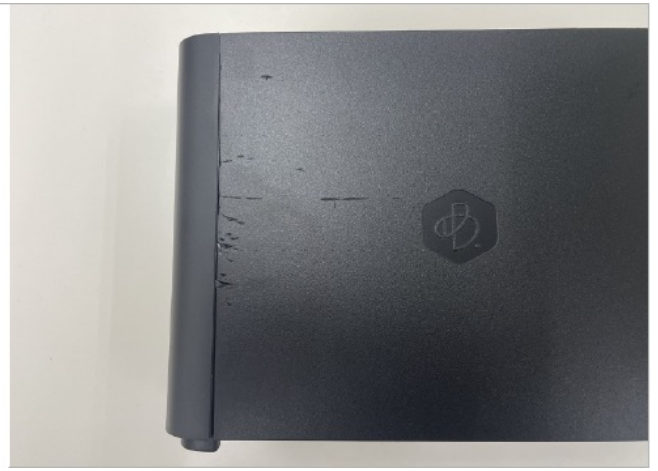


Product labels

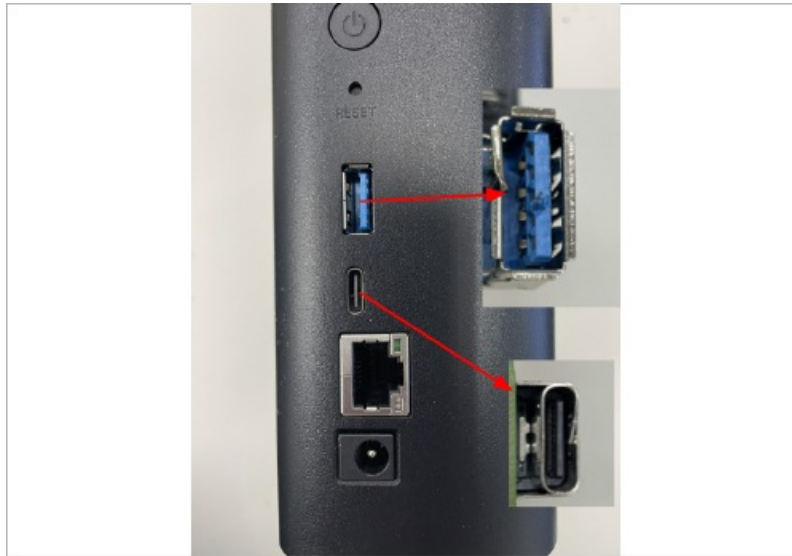
- The BeeStation logo is blurry or in any other condition that makes it impossible to identify.
- The 13-digit S/N is unclear or otherwise unreadable in any way.



- 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, airbags, 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.

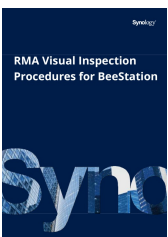


- [synology.com](https://www.synology.com)



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Documents / Resources

	Synology RMA Visual Inspection Procedures for BeeStation [pdf] Instructions RMA Visual Inspection Procedures for BeeStation, Visual Inspection Procedures for BeeStation, Inspection Procedures for BeeStation, Procedures for BeeStation, BeeStation
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References

- Syno [Synology Inc.](#)
- [User Manual](#)

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