

# Create a WD RMA in 3 Easy Steps

Customers rely on WD drives to keep data accessible and secure from loss. WD drives have one of the lowest failure rates in the industry, but from time to time, of the millions of drives we manufacture and ship, a small percentage may require replacement. That's why we've streamlined the Return Merchandise Authorization (RMA) process to make it easy to replace your drives.

## 1 CONNECT

Go to [support.wdc.com/warranty](http://support.wdc.com/warranty)



Click on  
**Businesses, Resellers,  
& SelectWD Partners**



Click on  
**Product Replacement  
(RMA)**



### Advanced or Standard Replacement

Select the type of replacement you would like to use.

#### Standard Replacement

Your replacement drive will be shipped within 7 to 10 days after WD receives your original drive.

#### Advanced Replacement

WD will ship the replacement product to you prior to receiving your defective product. A credit card is required. You will have 30 days to send us your defective product or your credit card will be charged.

## 2 LOG IN

Enter your Site ID, phone number and select your country.

If this is the first time you are creating an RMA you will be required to create a Site ID to continue. Follow the link to Create a Site ID.

## 3 CREATE

Enter the serial number of the defective product you wish to return.

That's it! You will receive an e-mail with basic packing and shipping instructions to return the drive to WD.



### RMA Status

Online RMA tracking is available so you always know the status of your RMA. All you will need is your Site ID and RMA number or your phone number and e-mail address.



### Need more help?

Visit [support.wdc.com](http://support.wdc.com) and look at knowledge base article #8.



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