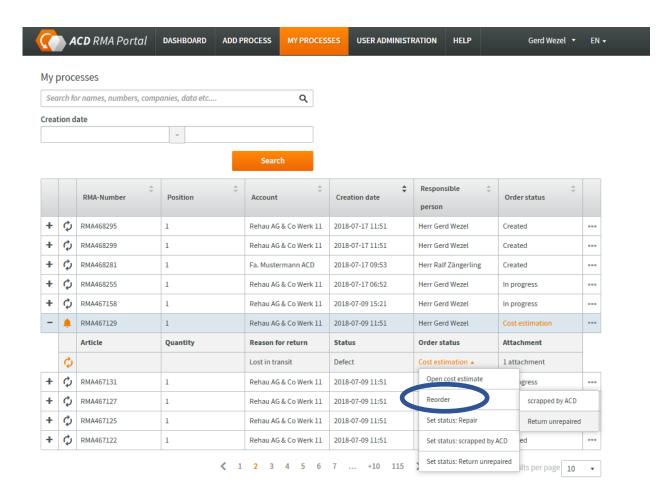# New feature: Order a new device to replace your repair by using the RMA System

The goal of this feature is to order a new device as replacement for a repair which you decline.

You can choose this new possibility when you receive a cost estimate. In "my processes" or "process details" you will find a new option called "Reorder". Choose this option and tell us what we should do with the repair: scrap or return unrepaired,

Item #1

Serial number	38944600000000003527
Article number (ACD)	12110042
Error description	Tastatur - Taste(n) defekt Kontakte - verbogen / verschmutzt Motor - ruckelt
Order status	Cost estimation ▾
Status	Defect ▾
Reason for return	Upgrade/Modification
Memo	
Loan device	
Warranty type	Charge
Creation date	2018-07-06 10:21
Updated at	2018-07-06 14:00
Cost estimate	e_costestimate_sk010695_20180706.pdf
Attach cost estimate	Drag files here
Attach files	Drag files here
Cost approval	Please select... ▴

Open cost estimate

Reorder   scrapped by ACD

Set status: Repair   Return unrepaired

Set status: scrapped by ACD

Set status: Return unrepaired

Update