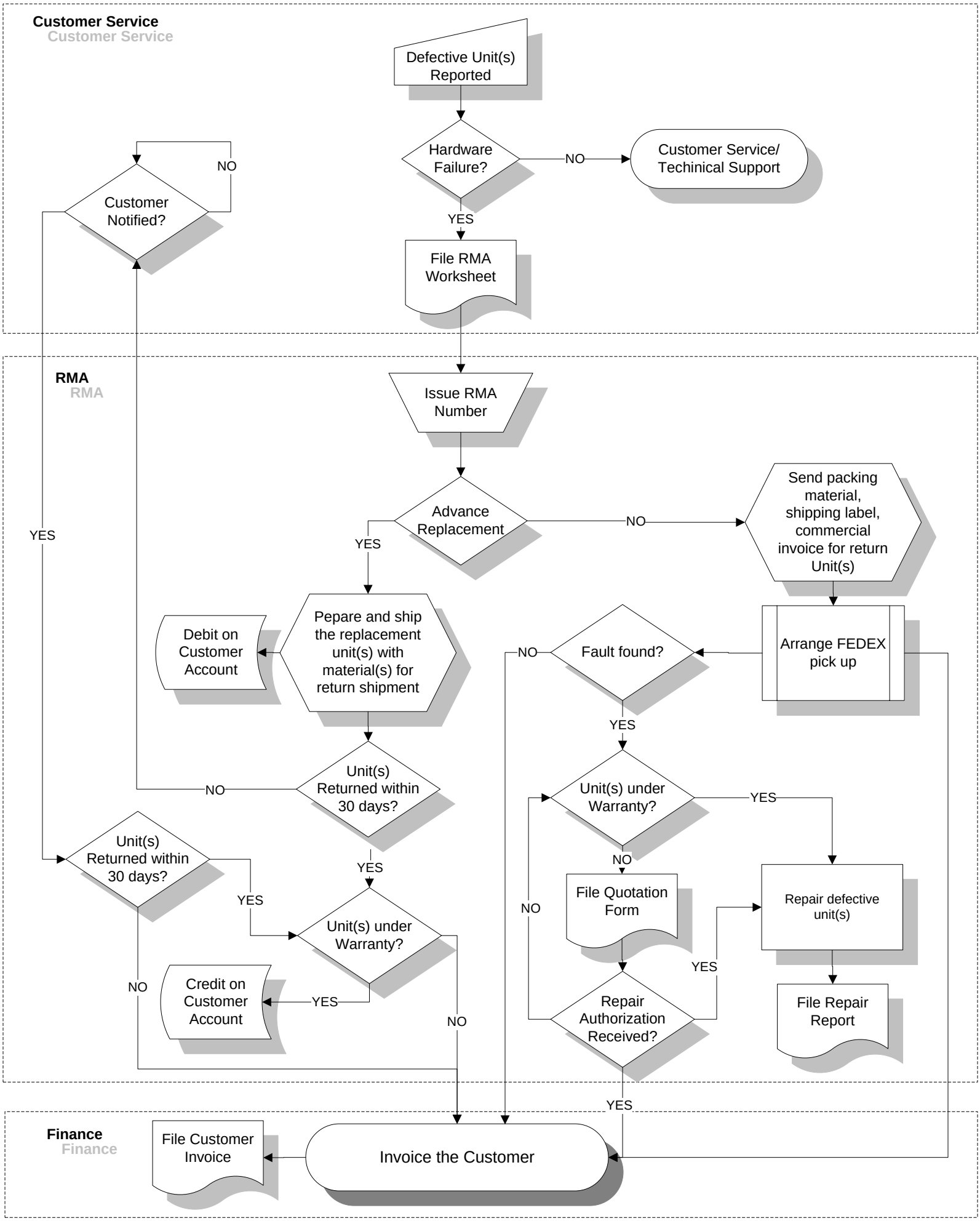Return Material Authorization (RMA) Work Flow Chart