



**OASIS**

**Upload Evidence**

# Table of Contents

---

Overview	2
Before you submit your evidence of destruction	2
Uploading evidence	2

---

## Overview

This OASIS (Order and Shipment Information System) Upload Evidence User Guide details how you can submit evidence of destruction for titles not required to be returned. Only available to UK, Europe, Africa and Middle East customers).

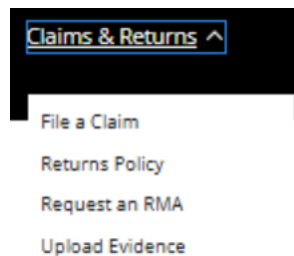
## Before you submit your evidence of destruction

Make sure your evidence follows these guidelines.

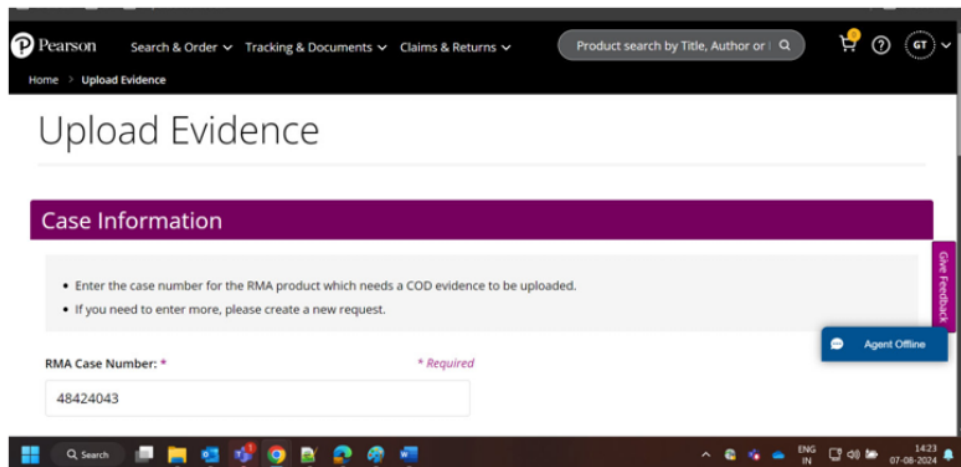
- Evidence format file type should be either PDF, JPEG, TIFF, DOC or DOCX
- File size must be less than 7MB
- The evidence provided should include all items on the list to be destroyed.
- Evidence needs to be provided within 60 days of return request if you are a UK customer and 90 days if outside of UK.

## Uploading Evidence

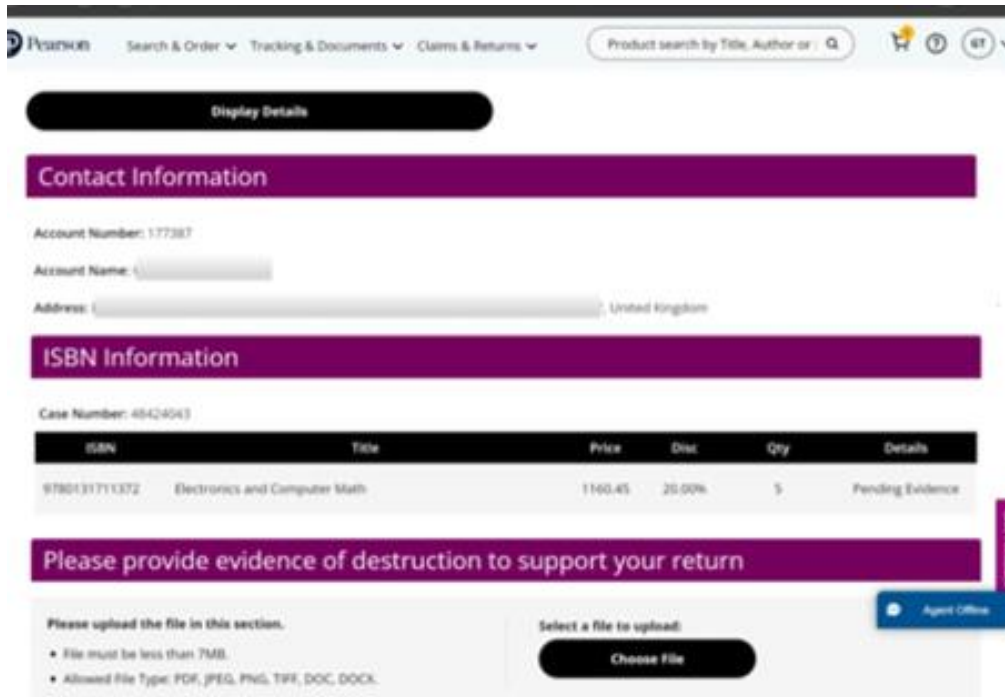
1. Click **Claims & Returns**



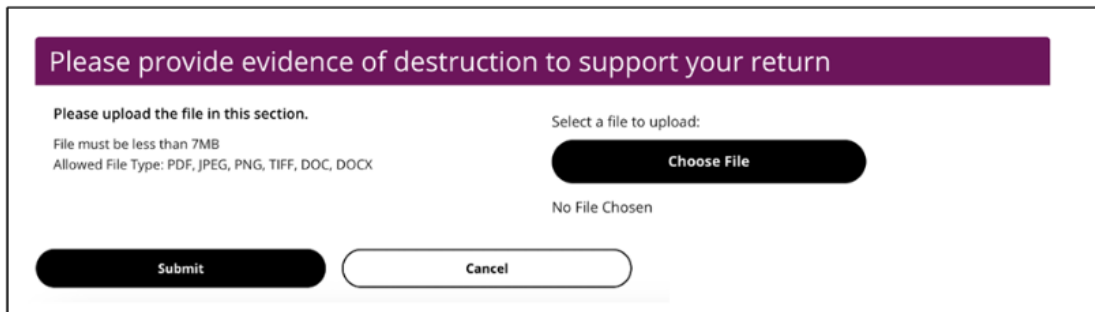
2. Click **Upload Evidence**
3. Enter RMA Case Number and click on **Display Details** if you have more than one case number for items destroyed you will need to create a new request.



4. You will be provided with a list of products which we require evidence of destruction for



5. Click on **Choose File**, navigate to your evidence documentation and select, click on the **Submit** button



6. Success once your documentation is confirmed and validated, we will process your credit. If there are any concerns or further information required, we will be in touch.

