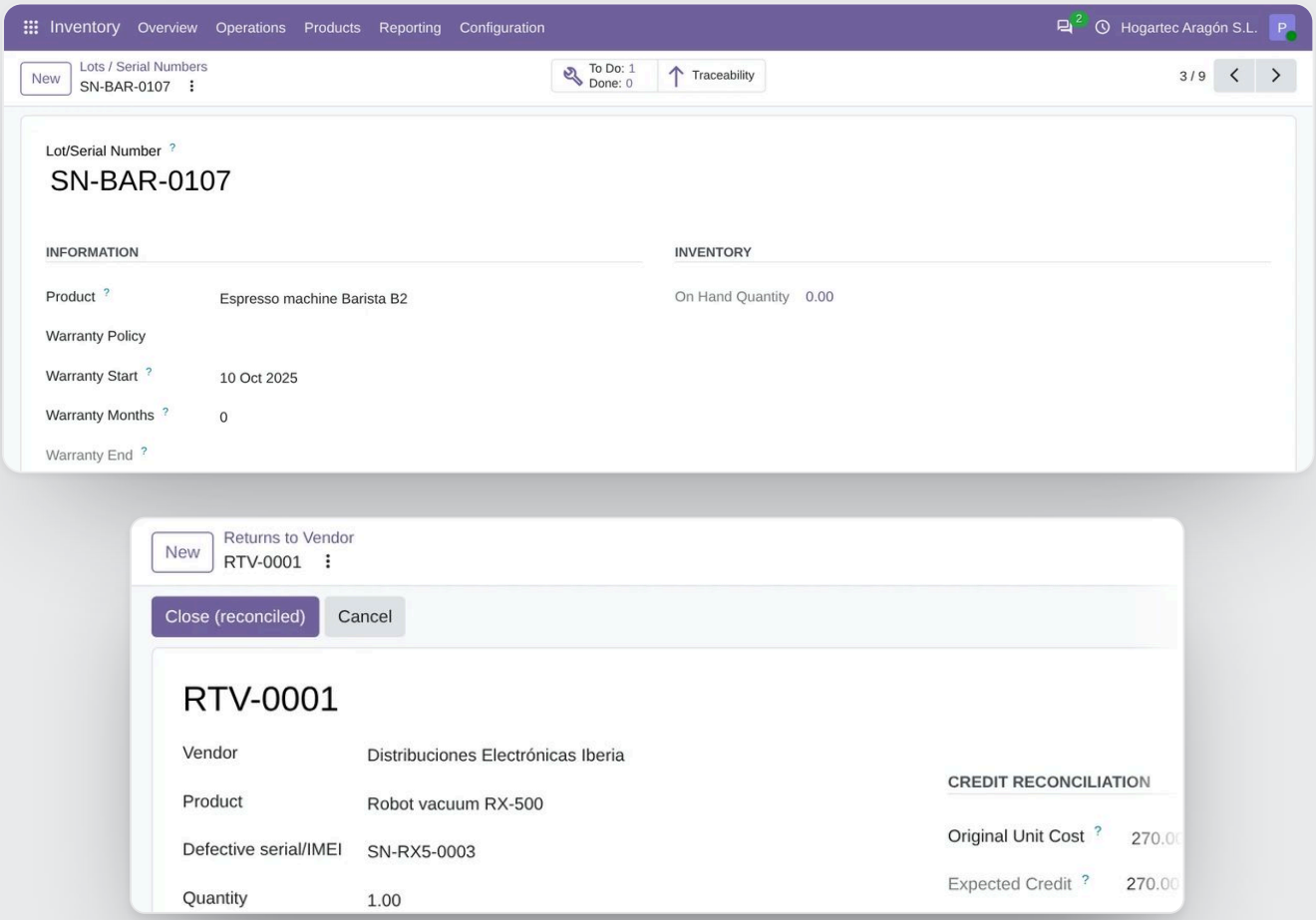
USER MANUAL · AFTER-SALES AND WARRANTY

Warranty & RMA for Odoo

For those who already have the module: install it, activate it, set it up and use it, step by step.

Module version 20.0.2.0.4 | Odoo 20 screenshots | Edition of 14-11-2026



Real Odoo 20 screenshot. A serial number with its legal guarantee calculated and a return to the vendor with the credit note variance.

Contents

On the right, the page where each section starts. Menu and button names are those of Odoo in English.

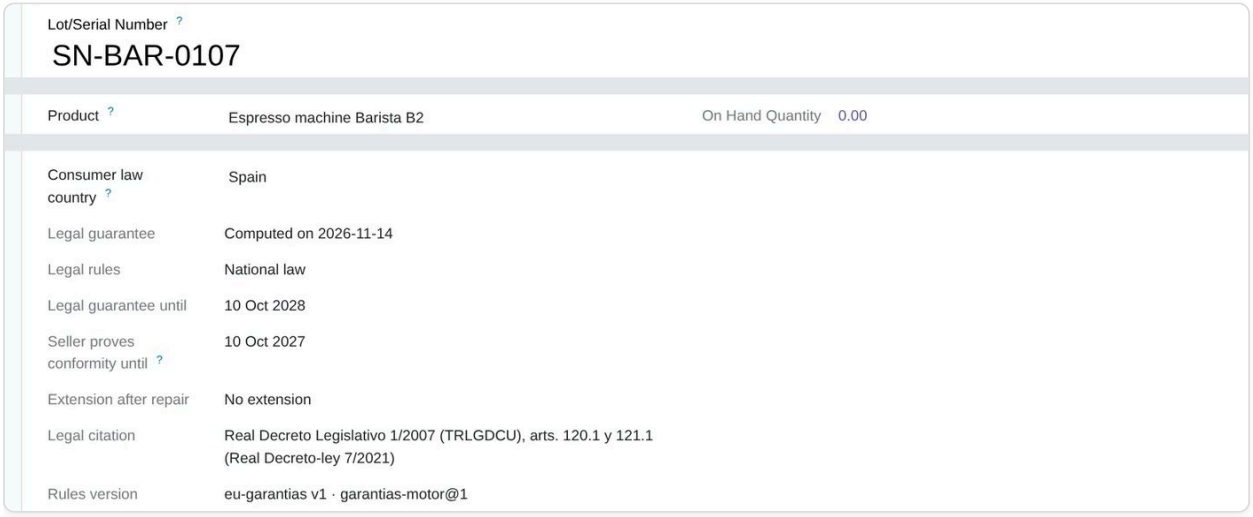
1	What it is and where it is	3
2	Before you start	4
3	Installation	4
4	Activate FlexigoTech Cloud: the 14-day trial	5
5	Getting it running	7
6	The module's options	9
7	Compute the legal guarantee	10
8	Countries and rules	12
9	The extension after repair	13
10	Warranty policies	14
11	Repairing under warranty	16
12	Loaners	17
13	Returning to the vendor	19
14	Reconciling the credit	21
15	What happens automatically	22
16	If something fails	22
17	Support	23

This manual describes version 20.0.2.0.4 of the module (Odoo branch 20.0, commit 9957402c0). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to FlexigoTech Cloud. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where it is

The module keeps in Odoo Inventory the warranty of each serial number, the loans of units during a repair, and the returns to the vendor with the reconciliation of the credit note. FlexigoTech Cloud calculates the legal guarantee of each unit with your subscription.



- **Real Odoo 20 screenshot.** The serial number SN-BAR-0107 with its legal guarantee calculated: "Legal guarantee until" and "Seller proves conformity until".

The module adds to Odoo the menu **Warranty & RMA**. Inside there are three entries:

Warranty & RMA › Warranty Policies	Your own warranty policies: name, country, months, warranty type, legal citation, from when they are valid and whether they are active.
Warranty & RMA › Returns to Vendor	The returns of defective units, with the expected credit, the received credit and the variance.
Warranty & RMA › Loaners	The units lent to a customer during a repair, with their deadline and whether they are overdue.

Outside its menu, the module adds fields and the **Compute legal guarantee** button to the serial number, in **Inventory › Products › Lots / Serial Numbers**. In the repair, tick **Under Warranty** when choosing the serial number. In **Settings › Warranty & RMA** an administrator gives permission to send data to FlexigoTech Cloud. A daily scheduled task, **Warranty: legal guarantee from FlexigoTech Cloud**, recalculates the units that need it.

The module comes in Spanish. In other languages its menus, fields and buttons appear in English, and the Odoo screens appear in each user's language.

2 Before you start

This is what your Odoo must have before installing the module and asking it to calculate the legal guarantee.

- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- The Inventory, Sales, Purchase, Invoicing, Contacts and Repairs apps (if any is missing, Odoo installs it with the module) and the base FlexigoTech Cloud module.
- Products tracked by serial number. The warranty is kept for each serial number, not per product.
- An administrator user. Only an administrator grants permission to send data to FlexigoTech Cloud.
- The FlexigoTech Cloud subscription or its 14-day trial. It is the service that calculates the legal guarantee of each unit.
- An administrator's permission in **Settings › Warranty & RMA**. Without it, no data leaves your Odoo.

> What the module does not do for you: it does not set the warranty start date, the country or the policy on its own, which are entered by hand on each serial number. Nor does it create delivery orders or credit notes for the returns to the vendor: you record the credit received yourself. And it does not work without the FlexigoTech Cloud trial or subscription.

3 Installation

The module is installed like any third-party Odoo module. An administrator is needed.

How to get it

From its page in Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigo_warranty_rma_rtv**) or from the module's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On the Odoo Apps page, the module lists it under "Community Apps Dependencies" and its price already includes it; moreover it is free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_warranty_rma_rtv` and `flexigotech_cloud` into your project branch, in your modules folder, and push.
2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.
3. **Install the app**
   In **Apps**, click **Update Apps List** (with developer mode), search for "Warranty & RMA" and click **Activate**.

On your server

1. **Copy the folders**
   Leave `flexigo_warranty_rma_rtv` and `flexigotech_cloud` in a folder that is in the `addons_path` of your Odoo.

2. **Restart Odoo**
   So that it reads the new modules.

3. **Install the app**
   In **Apps**, **Update Apps List**, search for "Warranty & RMA" and click **Activate**.

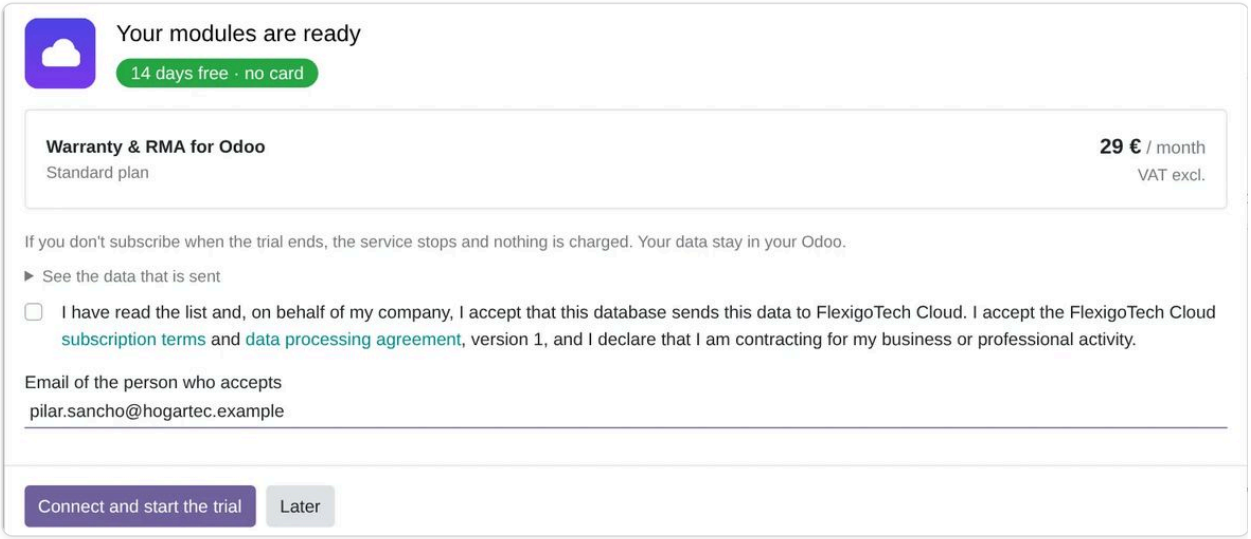
> When you install it, Odoo also installs the apps the module depends on: Inventory, Sales, Purchase, Invoicing, Contacts and Repairs. If you already use them, nothing you have changes.

USER MANUAL · WARRANTY & RMA

4 Activate FlexigoTech Cloud: the 14-day trial

Warranty & RMA works with FlexigoTech Cloud: the database must be connected and you need the trial or the subscription. FlexigoTech Cloud calculates the legal guarantee of each serial number.

1. **Click Activate in the top bar**
   It appears as soon as you install the module. Open the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 days free, no card required.



- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

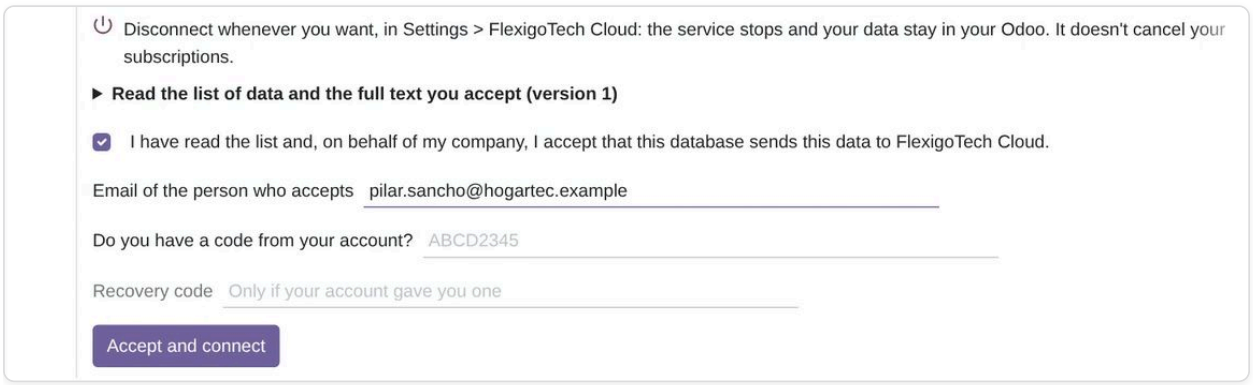
2. **Accept and enter your email**
   Tick «I have read the list and, on behalf of my company…» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3. **Click Connect and start the trial**

Odoo registers the database with FlexigoTech Cloud and starts the module's trial. If you leave it for later, **Later** closes the window.

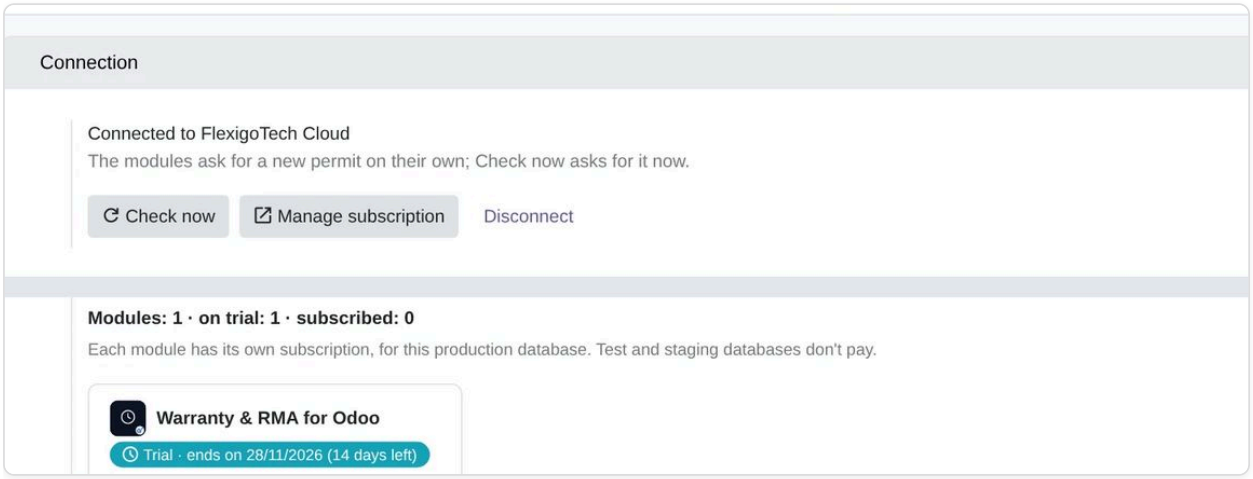
The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the database sends. Tick the box, enter the email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the box ticked, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, or **Subscribed**. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the module on trial.

PLAN	PRICE	INCLUDES
Standard	€29 per month or €290 per year	Support response within 1 business day
Pro	€58 per month or €580 per year	Response within 4 business hours and video call if needed

Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** asks for permission immediately (otherwise the module renews it by itself every 6 hours).

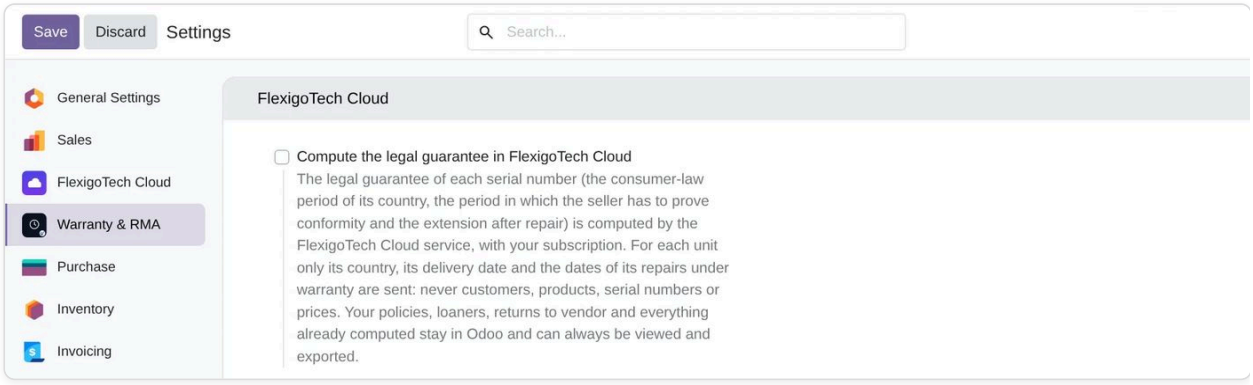
> A trial cannot be started on a neutralised copy (staging) or on a database with demo data: Settings says so with «This database is a neutralised copy or has demo data, so trials can't be started here».

5 Getting it running

This is done once, after starting the FlexigoTech Cloud trial.

1 Open the settings

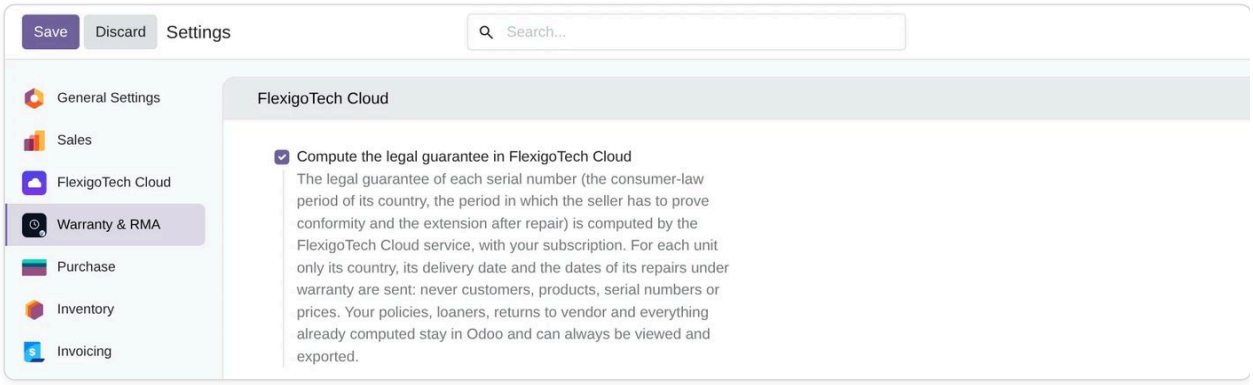
Go to **Settings** and find the **Warranty & RMA** block. The permission checkbox is there.



- **Real Odoo 20 screenshot.** Odoo settings with the **Warranty & RMA** block and the **Compute the legal guarantee in FlexigoTech Cloud** checkbox.

2 Tick the box and save

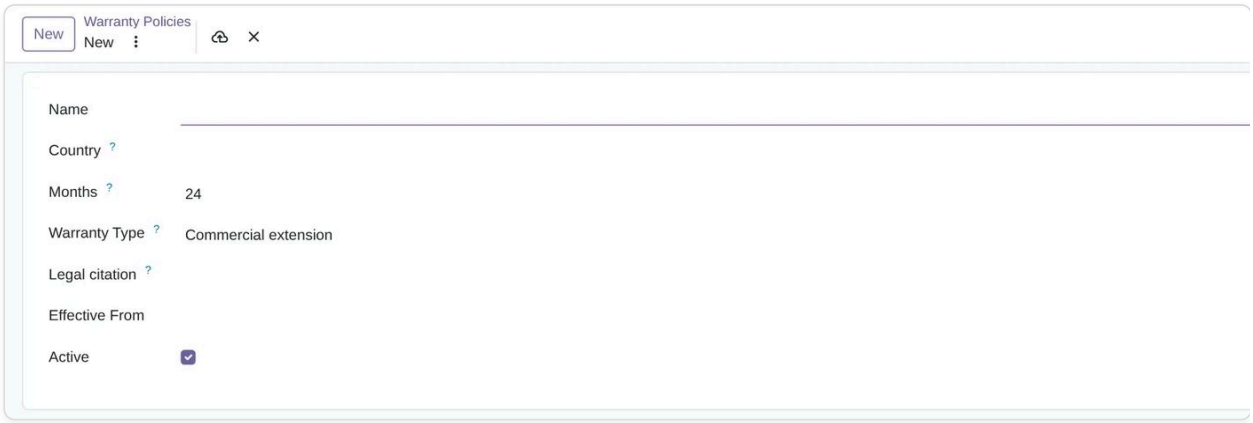
Tick **Compute the legal guarantee in FlexigoTech Cloud** and click **Save**. Until you do, nothing is sent to the cloud.



- **Real Odoo 20 screenshot.** The **Compute the legal guarantee in FlexigoTech Cloud** checkbox ticked in the settings.

3 Create your warranty policies

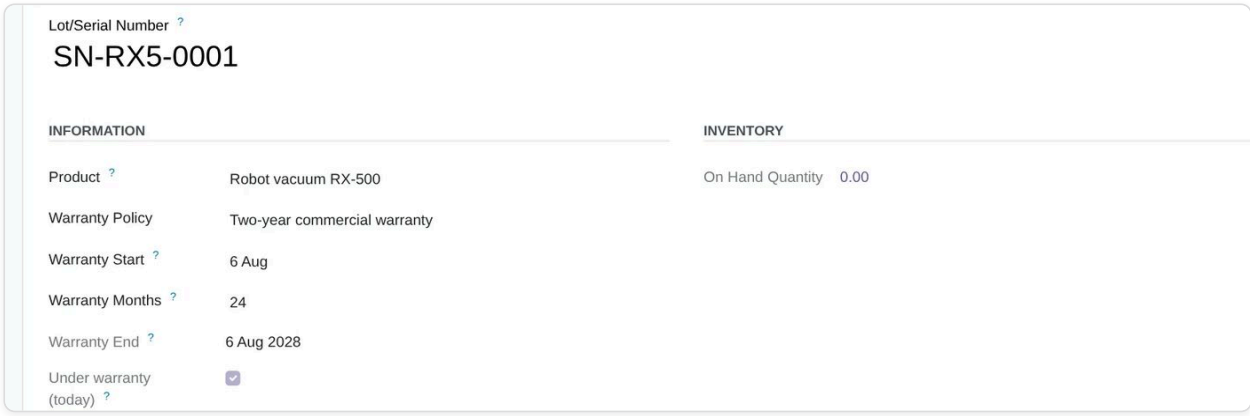
If you give your own warranty, go to **Warranty & RMA › Warranty Policies** and create one for each warranty you offer, with its name and months. A new installation does not come with any.



- **Real Odoo 20 screenshot.** Form for a new warranty policy.

4 Fill in each serial number

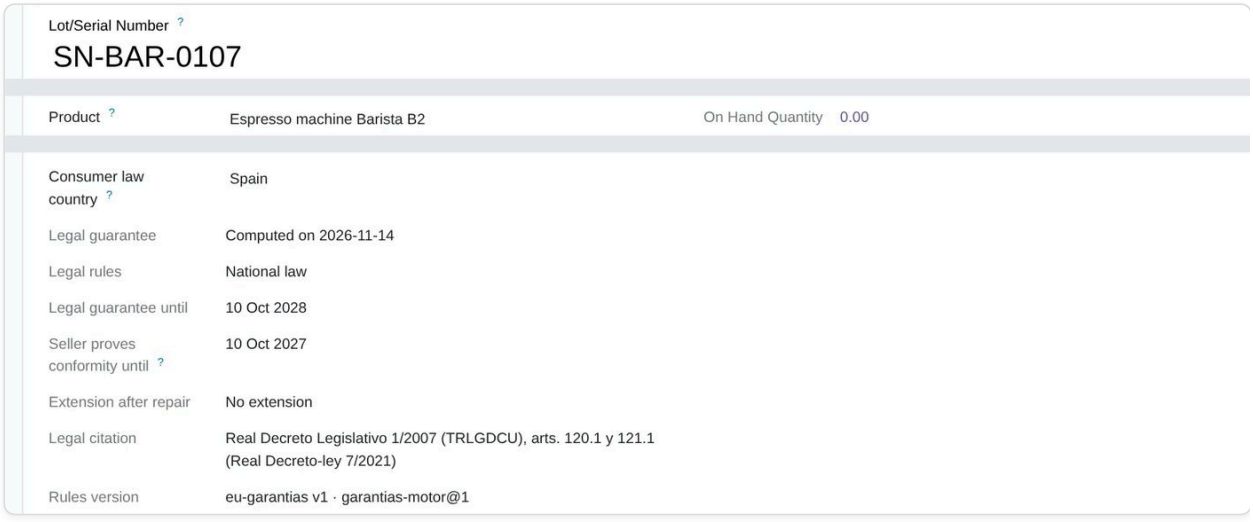
In **Inventory › Products › Lots / Serial Numbers** open each serial number and set **Warranty Start**, **Consumer law country** and **Warranty Policy**. The module does not take these data from delivery orders or sales, and the country comes by default from the company's.



- **Real Odoo 20 screenshot.** Serial number with its warranty policy and its warranty start.

5 Click Compute legal guarantee

On the serial number, click **Compute legal guarantee**. If the response is verified, **Legal rules**, **Legal guarantee until**, **Seller proves conformity until**, **Extension after repair**, **Legal citation** and **Rules version** are filled in, and the calculation date appears.



- **Real Odoo 20 screenshot.** Serial number with the Spanish legal guarantee already calculated.

> The permission is granted by an administrator, in Settings, and applies to the whole database. Without the permission, or without trial or subscription, **Compute legal guarantee** changes nothing: it shows a warning.

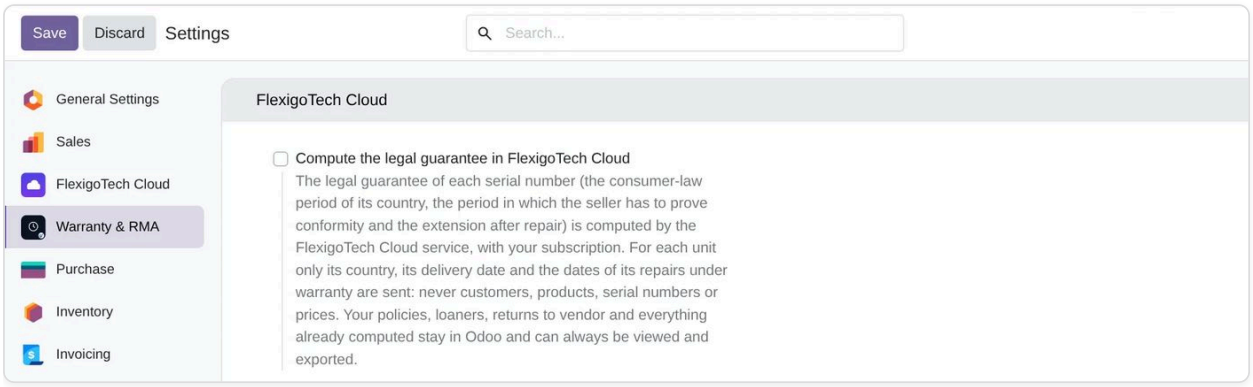
Afterwards, the scheduled task **Warranty: legal guarantee from FlexigoTech Cloud** runs every day and recalculates, up to 5,000 units per pass, those with a start date and country that were never calculated, those calculated more than 30 days ago, and those whose delivery date, country or warranty repairs have changed. Without the service or without the permission it does nothing.

> Only the country, the delivery date and the dates of the warranty repairs of each unit go to the cloud. Never customers, products, serial numbers or prices.

USER MANUAL · WARRANTY & RMA

6 The module's options

Almost everything that can be adjusted is on each record's screens; in **Settings** there is only one permission.



- **Real Odoo 20 screenshot.** The **Compute the legal guarantee in FlexigoTech Cloud** checkbox in **Settings**, in the **Warranty & RMA** section.

OPTION	HOW IT COMES	WHAT IT DOES
Compute the legal guarantee in FlexigoTech Cloud	Unticked on installation	It is an administrator's permission for Odoo to send to FlexigoTech Cloud the country, the delivery date and the dates of the warranty repairs of each unit. Without it, nothing is sent.
Warranty Type of each policy	**Commercial extension**	**Commercial extension**, **Legal (EU minimum)** or **Legal (national)**. The two legal types require a **Legal citation** and only document a period that you grant: the legal guarantee of each unit is calculated by FlexigoTech Cloud.
Months of each policy	24	The months of your own warranty, counted from the delivery date. They must be more than 0.
Warranty Months of each serial number	Those of its policy	They can be changed on each unit. With 0 there is no own warranty.
Consumer law country of each serial number	The company's	It is the country whose consumer law applies to that unit. It can be changed on each serial number.

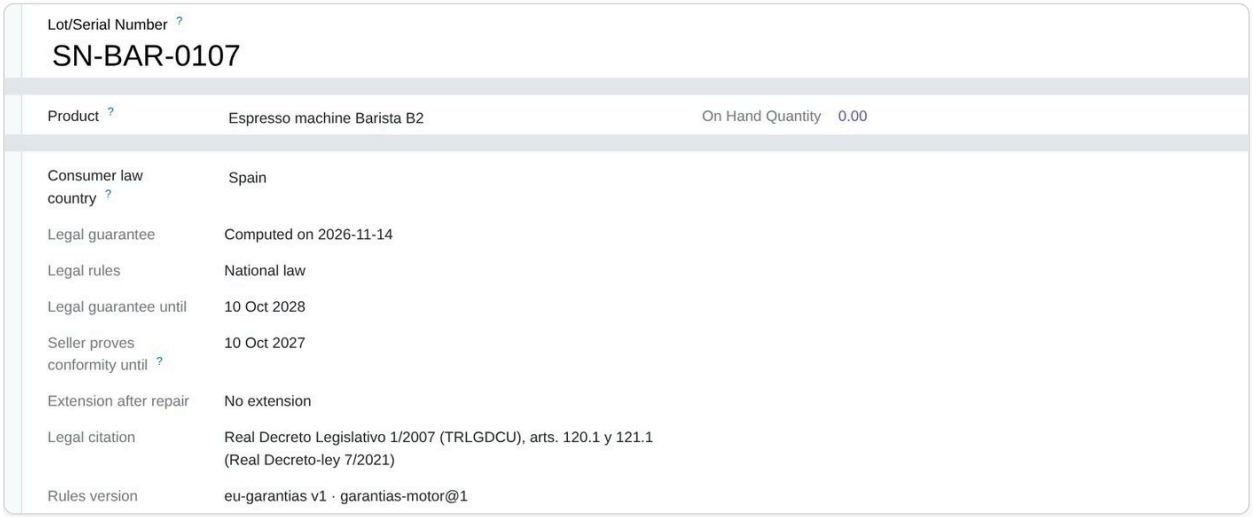
OPTION	HOW IT COMES	WHAT IT DOES
Warranty: legal guarantee from FlexigoTech Cloud	Active, once a day	The scheduled task that recalculates the legal guarantee of the units that need it. It is changed under **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

You cannot adjust who uses the module: it has no user groups of its own, and any internal user can create, change and delete warranty policies, returns to the supplier and loaners. These records carry no company. The **Settings** permission is one single setting for the whole database.

USER MANUAL · WARRANTY & RMA

7 Compute the legal guarantee

FlexigoTech Cloud calculates the legal guarantee of each serial number from its country, its delivery date and its warranty repairs.



- **Real Odoo 20 screenshot.** A coffee machine with its legal guarantee already calculated: **Legal guarantee until**, **Seller proves conformity until** and **Legal citation**.

For each unit, the calculation gives the date until which its legal guarantee lasts, the date until which the seller proves conformity, and the legal citation it relies on. It is only calculated if the unit has a **Warranty Start** and a **Consumer law country**. These two details and the **Warranty Policy** are entered by hand on the serial number, in **Inventory › Products › Lots / Serial Numbers**. The country defaults to that of your company.

Where the calculation comes from

- The scheduled task **Warranty: legal guarantee from FlexigoTech Cloud** runs every day. It calculates the units that were never calculated, those calculated more than 30 days ago, and those whose delivery date, country or warranty repairs have changed.
- The **Compute legal guarantee** button on the serial number calculates that unit straight away. For several at once, select them in the serial number list and choose **Compute legal guarantee (FlexigoTech Cloud)** from the actions menu.

The record button

Compute legal guarantee	Requests the calculation of that unit from FlexigoTech Cloud. It is hidden if the unit has no **Warranty Start** or no **Consumer law country**.

What the serial number stores

Legal rules	**National law**, **EU minimum (national period not verified)** or **No rules for this country**.
Legal guarantee until	End of the legal guarantee.
Seller proves conformity until	Up to that date, a defect is presumed to have existed at delivery.
Extension after repair	**No extension**, **Extended after repair** or **Possible extension after repair (transposition not verified)**.
Legal citation and **Rules version**	The law cited and the version of the rules used for the calculation.

Steps

1. **Fill in the unit's details**
   Enter the **Warranty Start** and **Consumer law country** on the serial number.

2. **Press Compute legal guarantee or wait for the daily task**
   The result is saved on the serial number, with its calculation date.

> Without an administrator's permission in **Settings › Warranty & RMA**, nothing is sent and the button shows a warning that leads to the settings. Without a trial or subscription to FlexigoTech Cloud, Odoo shows the service notice. In both cases nothing changes and what was calculated before stays.

8 Countries and rules

The legal guarantee of each serial number depends on its country: Spain follows its own law, the rest of the EU follows the minimum of Directive (EU) 2019/771, and other countries have no rules.



- **Real Odoo 20 screenshot.** A serial number with the EU minimum rules and its legal citation.

The three cases

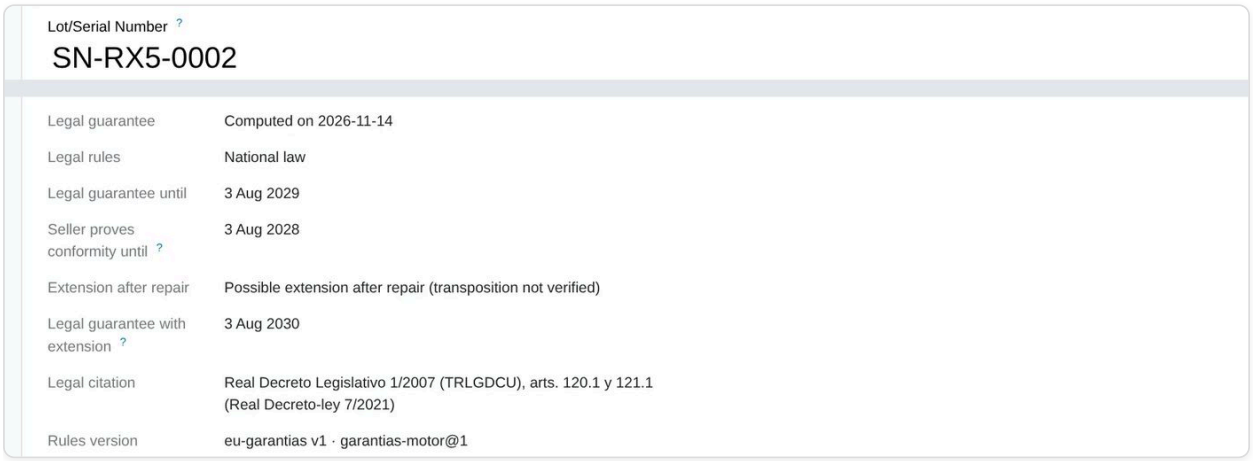
- **National law**: today, only Spain, with 3 years of legal guarantee and 2 years during which the seller proves conformity.
- **EU minimum (national period not verified)**: the rest of the EU, such as Germany, under the minimum of Directive (EU) 2019/771 (2 years of guarantee and 1 year during which the seller proves conformity), marked as national period not verified.
- **No rules for this country**: all other countries, such as the United States or the United Kingdom. The serial number says «No legal rules for this country: decide by hand».



- **Real Odoo 20 screenshot.** A serial number from a country without rules: the legal guarantee is decided by hand.

9 The extension after repair

When a unit is repaired under warranty, Directive (EU) 2024/1799 adds 12 months of legal guarantee, only once, for contracts from 31-07-2026.



- **Real Odoo 20 screenshot.** Serial number SN-RX5-0002 with the extension marked as possible.

The extension is shown on the serial number, in **Inventory › Products › Lots / Serial Numbers**, alongside the other legal guarantee details. The contract date is taken to be the delivery date.

Where each detail comes from

It is not entered by hand: the legal guarantee fields are read-only. FlexigoTech Cloud calculates them under your subscription, from the country, the delivery date and the dates of the warranty repairs.

- The scheduled task **Warranty: legal guarantee from FlexigoTech Cloud** runs every day and recalculates the units whose warranty repairs have changed.
- After a warranty repair, the **Compute legal guarantee** button recalculates the unit straight away.

What the record shows

Extension after repair	Says whether the extension does not exist, has been applied or is possible.
Legal guarantee until	End of the legal guarantee without extension.
Legal guarantee with extension	The date that would result with the extra 12 months.

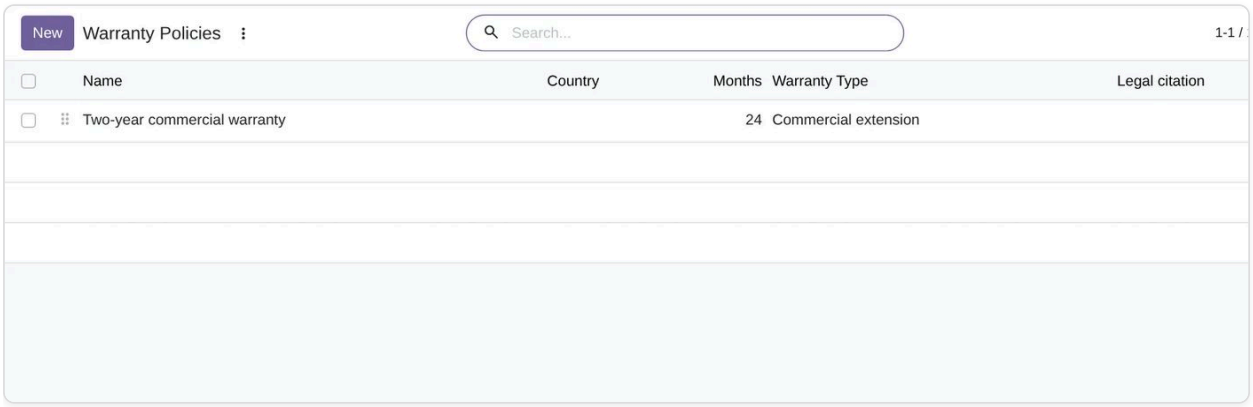
Extension statuses

- **No extension**: there is no extension for this unit.
- **Extended after repair**: the extension has been applied and counts as the end of the legal guarantee.
- **Possible extension after repair (transposition not verified)**: the country's transposition has not been verified. The date with extension is the one it would give, but the unextended legal guarantee is what counts.

10 Warranty policies

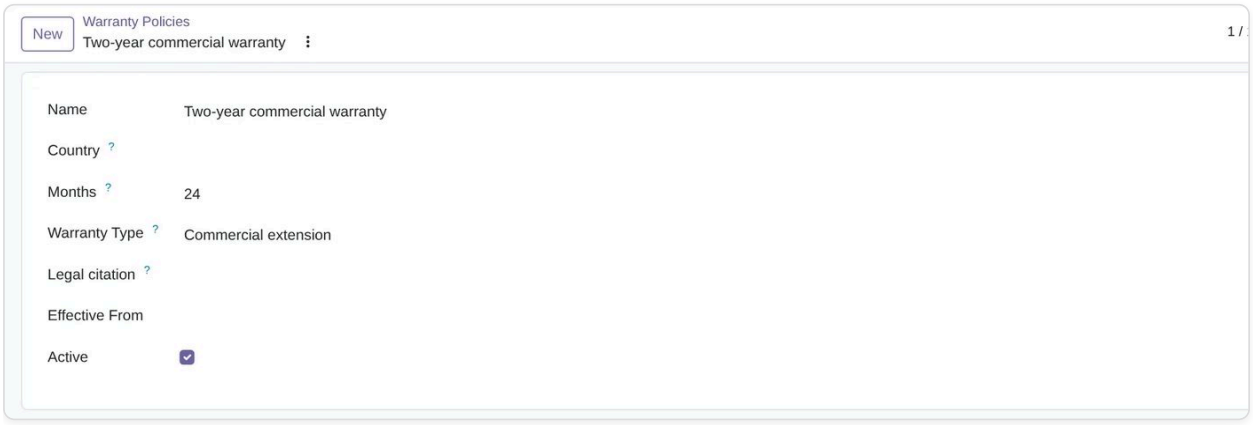
A warranty policy holds your own warranty: how many months it lasts and what type it is, so it can be assigned to each serial number.

You go to **Warranty & RMA › Warranty Policies**. A new installation comes with no policy: you create them yourself. The months in the policy are the starting months for each serial number, and they can be changed per unit there. The end of your own warranty is the start date plus those months.



- **Real Odoo 20 screenshot.** The **Warranty Policies** list with the policy "Two-year commercial warranty".

No task or button brings in the policies: you write them by hand and choose one on each serial number.



- **Real Odoo 20 screenshot.** The form of a policy, with **Months**, **Warranty Type** and **Legal citation**.

Policy fields

Name	What you call the policy. It is required.
Country	Your own detail, to record which country you apply the policy to. The module does not use it in any calculation.
Months	The length of the warranty in months, counted from the delivery date. It is required and must be greater than 0.
Warranty Type	**Commercial extension**, **Legal (EU minimum)** or **Legal (national)**. It defaults to **Commercial extension**.
Legal citation	The regulation and article the period comes from. It is required for both legal types.

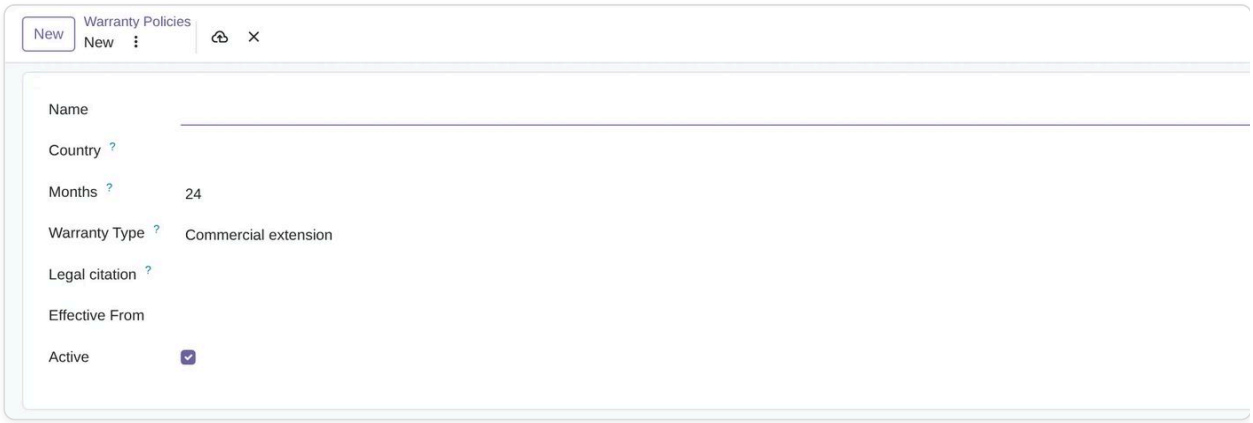
Effective From	From when you offer the policy. This is also your own detail: it does not change any date.
Active	A checkbox that is ticked by default.

The policy has no statuses: it is either active or not, according to the **Active** checkbox.

Creating a policy

1. **Open Warranty & RMA › Warranty Policies**
   The list of policies opens.

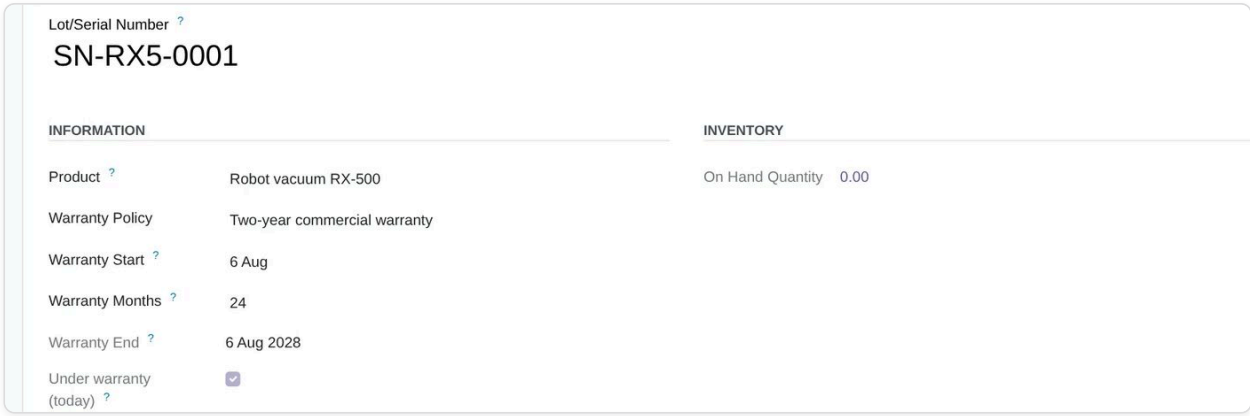
2. **Press New**
   An empty form opens.



- **Real Odoo 20 screenshot.** A new policy form, with **Name**, **Country** and **Months**.

3. **Fill in the fields**
   Enter **Name**, **Months** and **Warranty Type**. If the type is legal, add the **Legal citation**.

4. **Assign it to a serial number**
   Choose it in the **Warranty Policy** field of the serial number. The months come from the policy and can be changed on that unit.

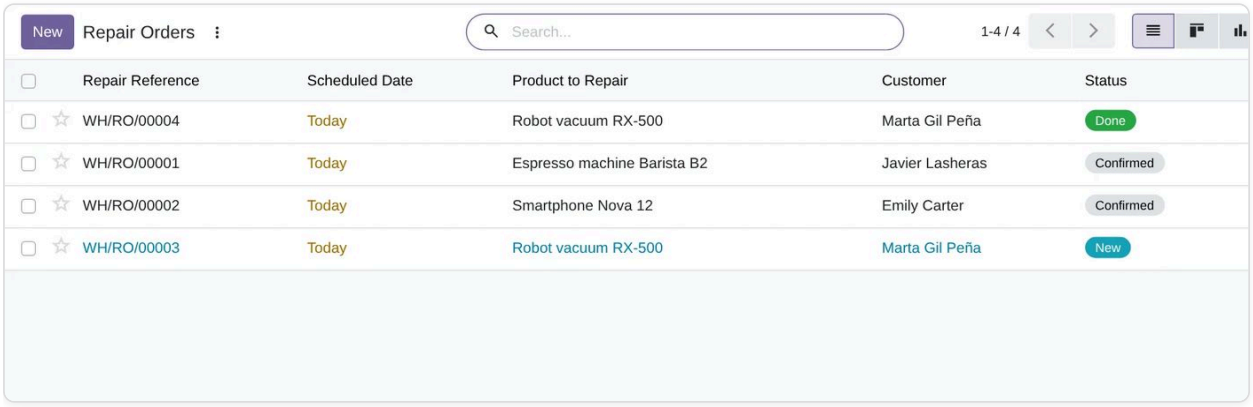


- **Real Odoo 20 screenshot.** A serial number with its **Warranty Policy** and its **Warranty End**.

A legal type without a **Legal citation** will not save: Odoo shows "A legal guarantee policy must carry a primary-source citation (legal_ref).". A legal type also does not replace the unit's legal guarantee: that is calculated by FlexigoTech Cloud according to the serial number's country. If you change the months of a policy, its serial numbers take the new ones, including those you had changed by hand.

11 Repairing under warranty

When you choose the serial number on a repair, Odoo's native **Under Warranty** checkbox is ticked automatically if the unit is covered today, and with it ticked Odoo sets the price of what goes to the quotation to 0.



- **Real Odoo 20 screenshot.** List of repair orders, with their product, customer and status.

Where the detail comes from

The checkbox is decided when you choose the serial number on the repair form. The module checks whether that unit is covered today by your own warranty or by its already calculated legal guarantee. If it is, it ticks the checkbox. If not, it unticks it.

What the checkbox does in Odoo

In Odoo, **Under Warranty** is a checkbox that is ticked by hand. If it is ticked, the sale price is set to 0 on all products that go from the repair order to the quotation. This module ticks it when you choose the serial number, and afterwards you can change it by hand.

Steps

1. **Open the repair order**
   Go to the repair order you want to prepare.
2. **Choose the serial number**
   When you choose it, the **Under Warranty** checkbox is ticked or unticked according to the unit's cover today.
3. **Check the checkbox**
   If you disagree with what the module has decided, change it by hand.

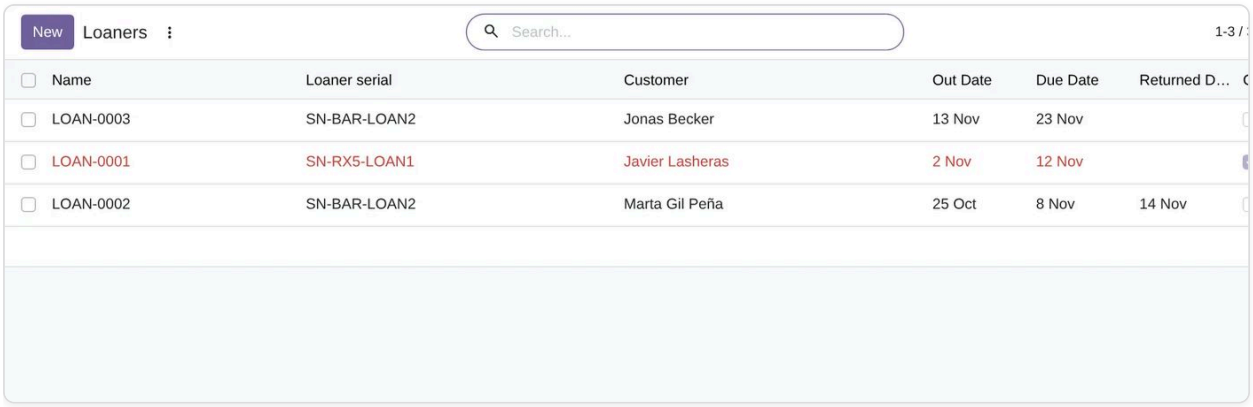
4 **Continue with the quotation**

With the checkbox ticked, the products go to the quotation at 0. With it unticked, the quotation carries the sale price.

> An uncalculated legal guarantee does not count: if FlexigoTech Cloud has not calculated the unit, the checkbox only takes your own warranty into account. Check the legal guarantee by hand before charging for a repair.

12 Loaners

Here you see which loaner unit each customer has, from which repair, and with which dates of departure, due date and return.



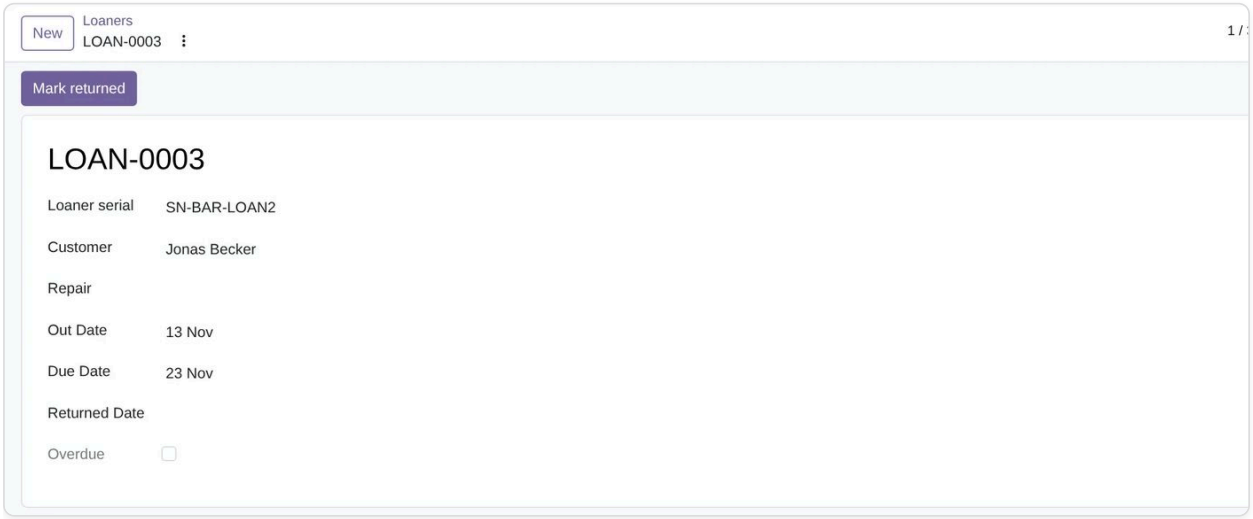
- **Real Odoo 20 screenshot.** The **Loaners** list with its records, one of them already returned.

You enter through **Warranty & RMA › Loaners**. Each row is a loaner with its number, which starts at LOAN-0001 and continues in order. A person fills in all the data when creating the loaner, except the number, which Odoo sets. There is no scheduled action that creates or changes loaners.

What each loaner holds

Name	The loaner number. It is set automatically when you save and cannot be changed.
Loaner serial	The unit you leave with the customer. Required.
Customer	Who you are lending it to.
Repair	The repair order the loaner is linked to.
Out Date	The day the unit leaves. Required, and defaults to today's date.
Due Date	The day it must come back.
Returned Date	The day it came back. Filled in by **Mark returned**.
Overdue	Ticked when it is calculated, if the due date has passed and there is no returned date.

Marking a loaner as returned



- **Real Odoo 20 screenshot.** Loaner LOAN-0003 open, with the **Mark returned** button.

1. **Open the loaner**
   Go to **Warranty & RMA › Loaners** and click the row.

2. **Click Mark returned**
   Odoo saves today's date as the **Returned Date**.

3. **Check the record**
   The button disappears once the loaner has a returned date.

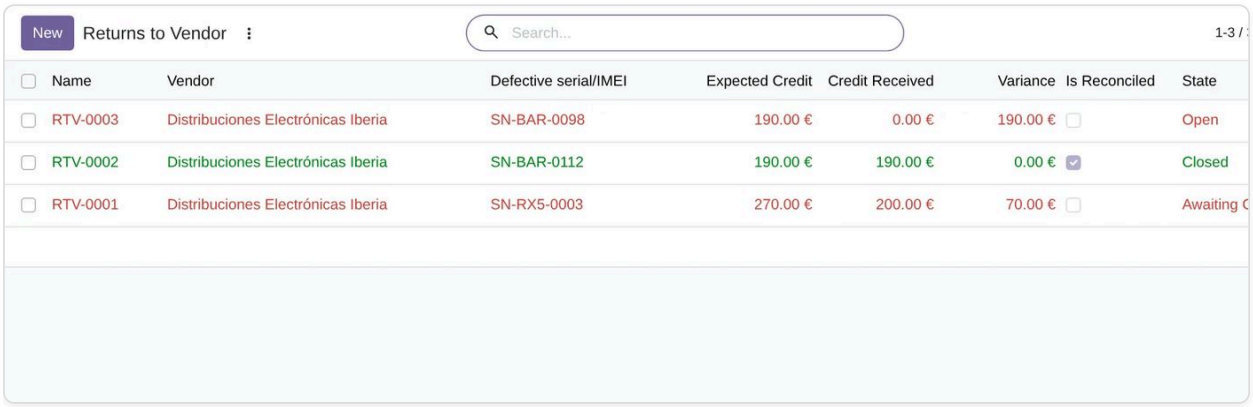
Statuses

A loaner has no statuses of its own. It is open while it has no **Returned Date** and returned once it has one.

> **Overdue** is calculated when the loaner is created and when its **Due Date** or **Returned Date** changes. No task recalculates it: if the due date passes later, the tick will not be set automatically.

13 Returning to the vendor

Each defective serial number you return to a vendor has its own record, with its original cost and the credit account.



- **Real Odoo 20 screenshot.** The **Returns to Vendor** list with three returns and their expected credit, credit received and variance.

You enter through **Warranty & RMA › Returns to Vendor**. Click **New**, choose the **Vendor** and the **Defective serial/IMEI**, and enter the **Quantity**. When you save, Odoo names it with the numbering that starts at RTV-0001.

No data comes from a scheduled action or from the cloud: you enter it yourself. The only help is the **Original Unit Cost**: if you leave it empty and choose a serial number, on saving Odoo sets the cost of that serial number (or the product's cost if it has none), and you can change it by hand. You record the **Credit Received** yourself when the vendor's credit reaches you.

Record buttons

Send back to vendor	Moves the return from **Draft** to **Open**. Only shown in **Draft**.
Awaiting Credit	Moves from **Open** to **Awaiting Credit**. Only shown in **Open**.
Close (reconciled)	Moves from **Awaiting Credit** to **Closed**. Only shown in **Awaiting Credit**.
Cancel	Moves the return to **Cancelled**. Hidden when it is already **Closed** or **Cancelled**.

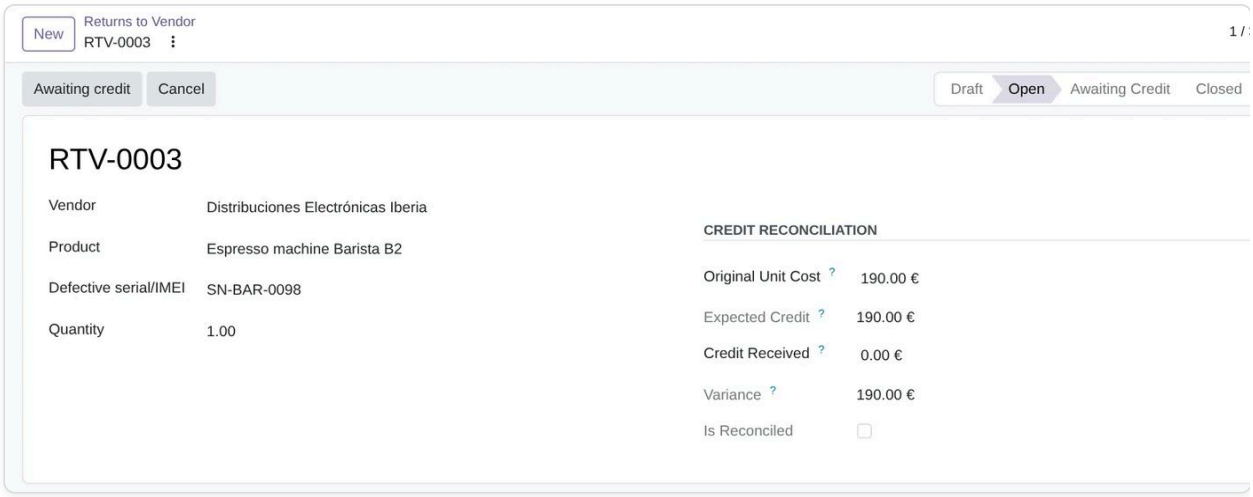
Statuses

The return moves through **Draft**, **Open** and **Awaiting Credit** to **Closed**. At any point before closing it can end as **Cancelled**.

How to use it

1. **Create the return**

   Choose vendor, product, serial number and quantity. If you leave the original cost empty, it is filled in on saving.



- **Real Odoo 20 screenshot.** A return with its **Original Unit Cost** and the **Credit reconciliation** group.

2. **Click Send back to vendor**
   The return moves to **Open**.

3. **Click Awaiting Credit**
   Use it when the vendor has the unit and their credit is outstanding.

4. **Record the Credit Received**
   You type the amount by hand. **Expected Credit** is the original cost multiplied by the quantity, to the cent, and **Variance** is expected less received.

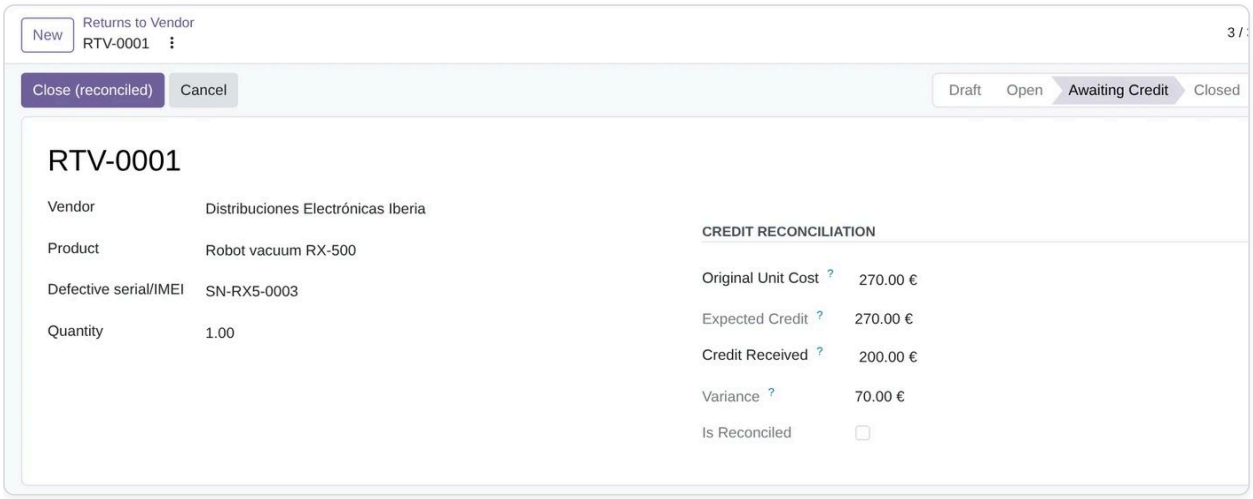
5. **Click Close (reconciled)**
   The return moves to **Closed**.

> The module does not create the outgoing delivery order nor link to the vendor's credit note: the credit received is recorded by hand.

14 Reconciling the credit

For each return to a vendor, Odoo compares the credit you expected with the credit you have received and tells you how much you still need to claim.

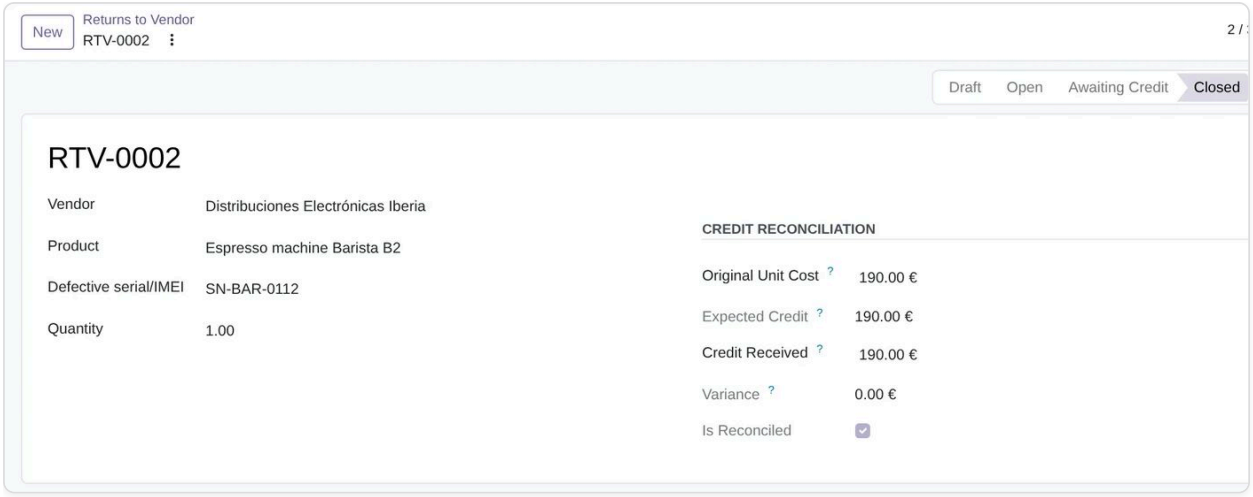
Open the list at **Warranty & RMA › Returns to Vendor**. Each return is numbered automatically when created. The reconciliation amounts appear in the **Credit reconciliation** group of the form and, in the list, in the **Expected Credit**, **Credit Received** and **Variance** columns.



- **Real Odoo 20 screenshot.** A return in **Awaiting Credit**: the expected credit is 270.00 €, the received 200.00 € and the variance 70.00 €.

Where each figure comes from

Original Unit Cost	If you create the return with a serial number and no cost, on saving it is set to that serial number's cost or, if it has none, the product's cost. You can change it by hand.
Expected Credit	Calculated automatically: original unit cost multiplied by quantity, to the cent.
Credit Received	You record it by hand with what the vendor actually credited you.
Variance	Calculated automatically: expected credit less credit received. If it is positive, the vendor has credited you less than expected.
Is Reconciled	A tick set automatically when the variance is exactly 0.00 €.



- **Real Odoo 20 screenshot.** RTV-0002 in **Closed**: the credit received equals the expected and the variance is 0.00 €.

> You cannot write off a difference. While the vendor owes you, you can only wait for the rest of the credit or cancel the return.

USER MANUAL · WARRANTY & RMA

15 What happens automatically

The module has a single scheduled action, which recalculates the legal warranty of the units that need it.

TASK	FREQUENCY	WHAT IT DOES
Warranty: legal guarantee from FlexigoTech Cloud	Daily, active on installation	Recalculates the legal warranty of serial numbers with a warranty start date and country that were never calculated, were calculated more than 30 days ago, or whose delivery date, country or warranty repairs have changed. Processes up to 5,000 units per run. Without the administrator's permission or the service, it does nothing.

The frequency is changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

> Loaners have no task of their own: the **Overdue** tick is not recalculated automatically when the due date passes.

USER MANUAL · WARRANTY & RMA

16 If something fails

These are the most common cases and where to look for each.

No trial or subscription	When calculating, Odoo shows the FlexigoTech Cloud notice and changes nothing: what was calculated before is not deleted. The module needs the trial or the subscription.

The administrator has not granted permission	Nothing is sent to the cloud. The **Compute legal guarantee** button shows a notice with the link **Go to the Warranty & RMA settings**. Permission is granted in **Settings › Warranty & RMA**.
A serial number without a start date or country	Its legal warranty is not calculated and the daily task does not pick it up. Enter the **Warranty Start** and the **Consumer law country** by hand on the serial number. Without a start date, the unit never counts as covered.
A country without rules	The serial shows "No legal rules for this country: decide by hand". Today this happens, for example, with the United States or the United Kingdom. You decide the legal warranty yourself.
The return will not let you close it	**Close (reconciled)** only works if the variance is not positive. Record the **Credit Received** by hand when it arrives, or cancel the return. A difference is not written off.
The cloud's answer could not be verified	If the signed response cannot be verified, nothing is saved on the serial number and what was calculated before stays as it was.

FlexigoTech Cloud notices appear when there is no active subscription or running trial, when the administrator's permission is missing, or when the response signature cannot be checked. In every case, what was already calculated stays as it is. The daily **Warranty: legal guarantee from FlexigoTech Cloud** task does nothing while the service or permission is missing.

USER MANUAL · WARRANTY & RMA

17 Support

Get in touch to install it, set it up or with any question. With the Standard plan we reply within 1 working day; with Pro, within 4 working hours, and if needed we can look at it by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

Email

To install it, set it up or for any question.
comercial@flexigotech.com

On the web

The module page, with the guide and the prices.
flexigotech.com/en/garantias-rma-rtv-odoo.html

On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

Warranty & RMA is a FlexigoTech module for Odoo. FlexigoTech is a brand of Flexibles y Accesorios Gobe, S.L. (Barcelona, Spain).