

# SERVICE REQUEST

Manual



Dear Customers,

Renson offers high-quality solutions and does everything possible to supply perfect products safely to the site. The training and instructions given by the Renson Academy ensure that our partners are properly informed. Therefore, not only can we guarantee an optimal installation process, but also that the Renson Partner is capable of handling primary interventions.

Should you still encounter a problem and require help from Renson, it is essential that **service requests** are well documented and requested using the proper channel, in order to ensure a fast and efficient response.

This manual guides you through the steps required to make an efficient online service request.

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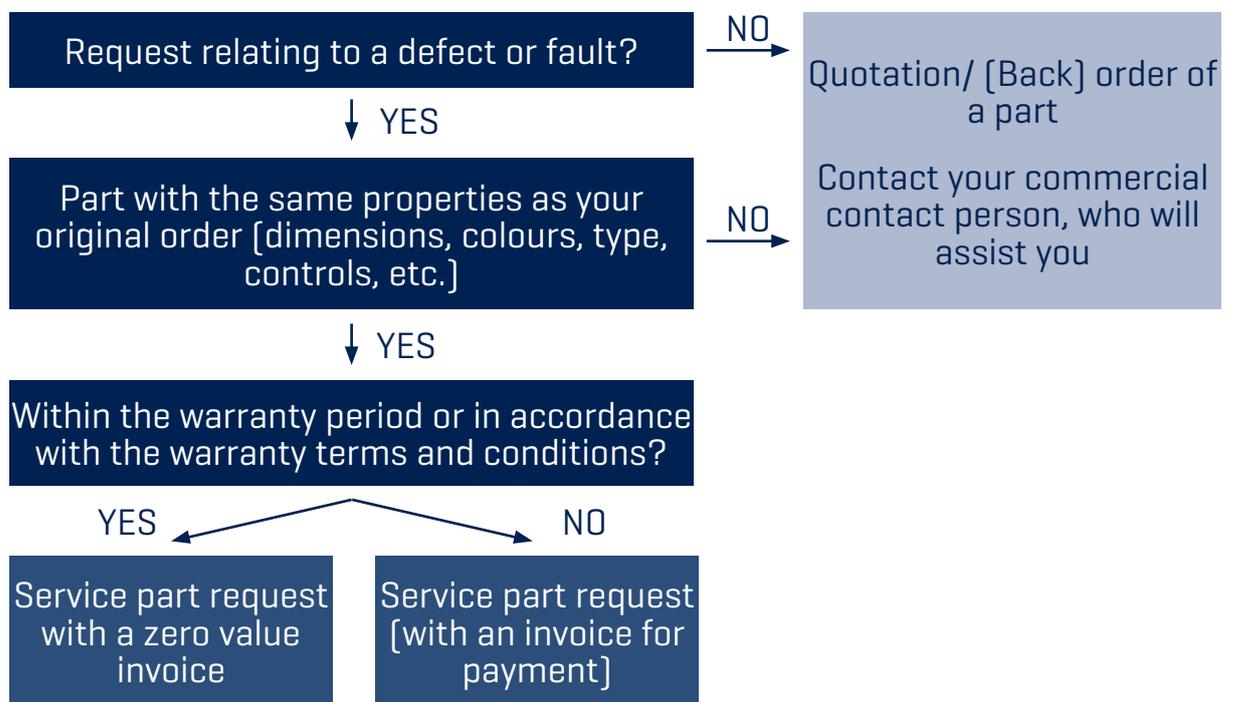


## 1. The right platform for the right question

We are keen to respond as effectively and efficiently as possible if you have a problem or question. Therefore, it is important that you select the right channel.

Before launching a service request, it is worth considering whether your question is really service-related.

- a. Do you have a **COMMERCIAL QUESTION** or is it really a **SERVICE QUESTION**?
  - A **service request** always starts with a complaint concerning a non-conformity in a Renson product, or the related administration or delivery. (E.g.: defective parts, damaged parts, missing parts, error in shipment documents, etc.). For this kind of question, you should use the familiar e-commerce platform e-REPS or RIO. By completing an online service request form you give the Service Team the information they require. You can also find this service request form on the professional portal via our website [renson.eu](https://renson.eu). This manual explains how to complete this form.
  - For **other questions**, such as product options, back orders, prices, etc., your usual contact person in the commercial team will be happy to help you.
- b. A **SERVICE COMPONENT** or (back) **ORDER**?
  - If, after encountering a defect or fault, you require a service part which is exactly the same as the original order, the easiest way to order this is to complete a service request. For a (back) order your commercial contact person can always assist you.



If there are no faulty or damaged parts but you are unable to perform the installation correctly, be sure to start by consulting the **instruction manual** or product info and FAQ. These often very quickly provide the solution you require.

For urgent technical support you can also contact our **Renson HOTLINE**.

If your installers are unfamiliar with the product installation you are welcome to register them for a **Renson Academy** Training course.



## 2. What do we mean by a service request?

- A service request is an online registration of a complaint in which you, as a professional Renson customer, request Renson’s support to resolve a non-conformity.



### What do I do if I am not a direct professional customer at Renson?

It is only possible for **Renson’s direct customers** to register a Service Request at Renson. If you are an indirect customer the request will always be handled **through your distributor**. Therefore, as an indirect customer, you can register your request via the professional portal or e-REPS, which is then sent to Renson via your distributor.

- The support you request from Renson to resolve a complaint is one of the following three services:
  - Request an intervention
  - Order a service part
  - Report a complaint

Intervention	Service part	Complaint
You are unsure how to resolve the problem/defect on site and require assistance from a Renson technician. [*]	You know how and which parts are required to resolve the problem/defect and can continue directly with the order. [**]	<ol style="list-style-type: none"> <li>1. You are not exactly sure how and with which parts the problem/defect can be resolved.</li> <li>2. You don’t know whether a Renson technician is needed on site.</li> <li>3. You wish to submit another complaint.</li> </ol>

[\*] A Renson helpdesk assistant will always evaluate and approve a potential site visit from a Renson technician. You will normally be charged for an intervention by a Renson employee.

[\*\*] This always concerns parts that are identical to the original order. If the parts requested are different to those in the original order this is not a Service Request, but a back order.



### 3. Where can I register a service request?

#### 3.1. VIA THE E-COMMERCE PLATFORM

To register a service request, you start with the same online e-commerce platform where you enter and follow up your quotations and orders. This may be e-REPS or RIO [as from early 2021 for certain products].

The benefit of using these platforms for your request is that you can start with the existing order, which allows you to identify the specific part on the order. In this way, information is taken from the original order and your user details, therefore minimising the risk of error.

#### 3.2. VIA THE PROFESSIONAL PORTAL AT RENSON.EU

If you have no access to one of our platforms or the original order is not connected to you as a user, you can always submit a service request using the service form that you can find on the professional portal on [renson.eu](https://renson.eu)

#### 3.3. LOOK & FEEL

The service request on our online platform e-REPS and on RIO [for Outdoor] both have a different look & feel. Even so, both have the same goal, namely allowing you to report a request online quickly and correctly.



### 4. How do you register a service request?



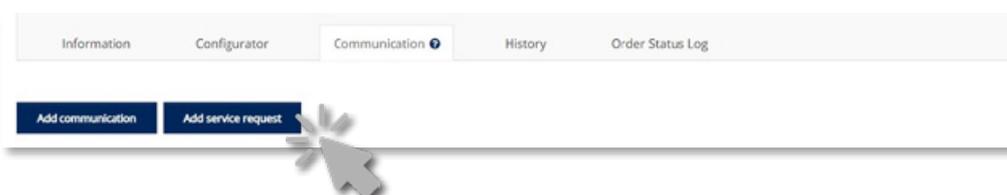
#### Beforehand: Warranty and order numbers handy

Everything starts with properly identifying your installed RENSON product! Dimensions, colour and other specifications are known in our system. Therefore, be sure to keep the warranty number or original order handy.

#### 4.1. YOU USE E-REPS AND YOUR ORIGINAL ORDER IS REGISTERED ON E-REPS

##### 4.1.1. LAUNCHING A SERVICE REQUEST ON E-REPS

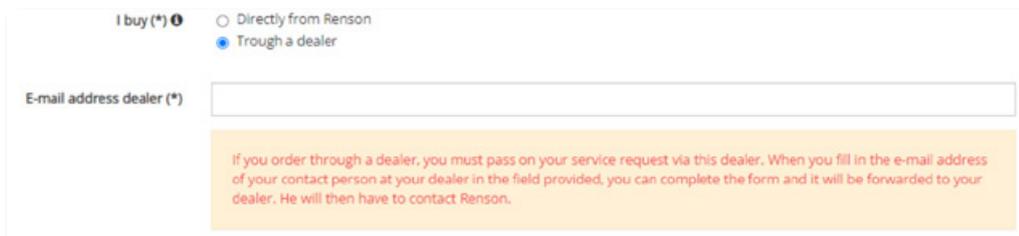
- Use your order number, reference or identification number to search for the original order on e-REPS and click on the correct webID. The service request is then linked to the original order and can utilise the original data.
- You can launch a new communication on this order by clicking on the 'communication' tab. Select the 'add service request' button underneath



## 4.1.2. THE REQUEST STEP BY STEP

### STEP 1: INFORMATION FROM APPLICANT

- ☑ You select one of the three service types
- ☑ You confirm whether you buy directly from Renson or through a distributor
  - If you buy through a distributor, you complete the email address of your contact person or department at the distributor who will primarily deal with the request.



The distributor will receive an email via this address with the details of your request. This mail will also contain a CODE.

If you are not able to solve the problem with the customer, you can create a new service request on the Renson order platform e-REPS, starting from the correct Web ID, or on the professional web-portal.

By pushing the "Use the importcode" button and entering the correct identification code (copy-paste), you can import the info as entered by your client and adapt and complete the request. When finished, you send the request to Renson for further treatment.

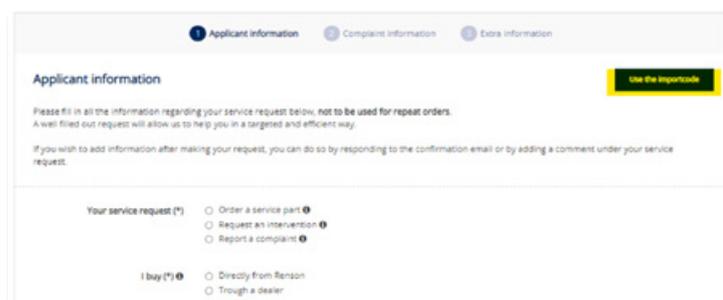
If you have any questions or wish to make additions later on, you can always do so as a remark on the service request you have placed.

We look forward to assisting you and your client with your service request.

#### Code

BWf4rxHK0GrbLi26sdi2w

- In case you buy directly from Renson, you start a request from the correct WebID. If this is not possible, you can always start a new WebID on eReps (so you can follow it up on eReps) or start a request on the professional portal. If, as a distributor, you have received a request from a client by mail, you can use the button 'use import code' to copy all data, including attachments, of the indirect request into your service request to Renson.



The option 'I buy: directly from Renson' will be checked automatically. All data can still be modified or completed.

## STEP 2: INFORMATION ABOUT THE COMPLAINT

In this step we request more information about the specific complaint. This allows us to analyse and resolve the issue more quickly and efficiently. For this reason it is essential that this information is completed as fully and correctly as possible.

Complaint information

Please fill in all the information regarding your service request below, not to be used for repeat orders. A well filled out request will allow us to help you in a targeted and efficient way.

If you wish to add information after making your request, you can do so by responding to the confirmation email or by adding a comment under your service request. Questions regarding service requests can also be asked to the hotline +32 56 30 30 30.

Product group (\*)  Outdoor  Screens & Structural sun protection

Renson warranty number (\*)  [+ Add an additional warranty number](#)

Defect/type of problem (\*)  Functional defect  Aesthetic defect  Product app or portal

Problem description (\*)

Previous Next

- ☑ Select the correct product group for the faulty product. In doing so your request will be sent to the right assistant.
  - Outdoor
  - Screens and structural sun protection
- ☑ Depending on the selected product you will then be required to enter the warranty number. Here, you may add several warranty numbers by clicking on “+ add an extra warranty number”.

Renson warranty number (\*)  [+ Add an additional warranty number](#)

- ☑ Next, specify the type of defect:
  - Functional defect = the product is faulty and no longer works [it can no longer perform its normal task]
  - Aesthetic defect = the product still functions but displays a visible or audible defect
  - Product app or portal = the connected product no longer reacts to the app or is not/no longer displayed on the app or portal.
- ☑ Complete this step by providing as much detail as possible about the problem, together with anything you may already have done yourself in an effort to resolve the problem.



## Images

Images accompanying your description can be helpful in identifying the problem. Therefore, we ask you to add plenty of photos or videos with sound to your service request.

This is obligatory in the case of an aesthetic defect.



## Warranty numbers: Where? how? What?

When starting with the correct reference, the warranty numbers relating to the webID / order will appear for you to select. It is important that you select the correct warranty number. This means we are sure to have the correct dimensions and characteristics.

When ordering a service part that is identical to the original, it is often possible to use an interactive drawing. This allows you to click on the desired part. You can find out more about this in section 4.1.3.

- What should you do if no warranty numbers appear, but you do have access to a warranty number [via the QR-code, warranty certificate or original order]?
  - For some products the warranty number does not automatically appear in the service request. In the case of screens, the most recent products [such as the FIXSCREEN range] appear for orders from the past five years.
  - It is also possible that the webID or order is not linked to your user [and therefore does not appear via your login].

In this case, simply enter the available warranty numbers manually. Do be sure to select the correct warranty number.

- What should you do if no warranty number appears and no warranty number is available? Then it is important to provide as much information as possible to correctly identify the reference concerned. In that case, give details of the original order, the exact description of the item along with identification [article number] or other relevant identification. Also, add clear images and provide as much information as possible in the field 'description of the problem'

## STEP 3: EXTRA INFORMATION

Depending on your selection in step 1, a set of specific questions will be asked about the complaint, in order to treat your request with the relevant priority. Here, you will be asked for the information required in order to perform an intervention or dispatch a part.

Requestor information ✓ Complaint information ✓ **Extra information**

### Extra information

Please fill in all the information related to your service request below.  
Based on a properly completed application, we can help you in a targeted and efficient manner.

If you wish to add information after making your request, you can do so by responding to the confirmation email or by adding a comment under your service request. Questions regarding service requests can also be asked to the hotline + 32 56 30 30 30.

Is there a safety risk? (\*)  Yes  
 No

Have you sent a service request for this site in the past? (\*)  Yes  
 No

Construction site type (\*)

Delivery address (\*)  The part may be delivered to the requester  
 The following delivery address must be used

Previous **Submit and order**

- ✓ Indicate whether the complaint is a safety threat. By this, we mean an acute danger to the resident's health or safety.
- ✓ If you have already had a complaint on the same site, with the same product in the past, tick "yes" to this question. This allows us to consider the product history.
- ✓ Tick which type of site is concerned [e.g.: school, health centre, domestic residence, etc.]
- ✓ Next – depending on the type of service in step 1 – you will be asked to provide the following additional information:
  - If you have selected "order service part" in step 1, confirm in step 3 where you would like this service part to be delivered

Requestor information ✓ Complaint information ✓ **Extra information**

### Extra information

Please fill in all the information related to your service request below.  
Based on a properly completed application, we can help you in a targeted and efficient manner.

If you wish to add information after making your request, you can do so by responding to the confirmation email or by adding a comment under your service request. Questions regarding service requests can also be asked to the hotline + 32 56 30 30 30.

Is there a safety risk? (\*)  Yes  
 No

Have you sent a service request for this site in the past? (\*)  Yes  
 No

Construction site type (\*)

Delivery address (\*)  The part may be delivered to the requester  
 The following delivery address must be used

Previous **Submit and order**



### Potential supplementary charge depending on the selected delivery address.

If the delivery address you provide is different to the standard delivery address(es) known to Renson for your account, a supplement will be charged.

- ☑ If you have selected “request intervention” in step 1, you will provide additional information in step 3:

Requester information    Complaint information    Extra information

#### Extra information

Please fill in all the information related to your service request below.  
Based on a properly completed application, we can help you in a targeted and efficient manner.  
If you wish to add information after making your request, you can do so by responding to the confirmation email or by adding a comment under your service request. Questions regarding service requests can also be asked to the hotline +32 56 32 32 32.

Is there a safety risk? (\*)  Yes  No

Have you sent a service request for this site in the past? (\*)  Yes  No

Construction site type (\*)

Who did the installation? (\*)  Yourself  Subcontractor / installation company

Construction site information (\*)

Street (*)	Number (*)	Box
<input type="text"/>	<input type="text"/>	<input type="text"/>
Postal code (*)	Town (*)	Country (*)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact person (*)	Telephone number (*)	
<input type="text"/>	<input type="text"/>	

Is there home automation or a building management system on the site? (\*)  Yes  No

Intervention height: is the product accessible less than 3m above an accessible floor? (\*)  Yes  No

Previous    Submit

- Did you do the installation yourself, or was it done by someone else? In the case of the latter, please give contact details of the installer who, if desired, will also assist you.
- The site address where the intervention should be carried out together with the contact details
- State whether the RENSON products are connected to home automation or an app function



### Home automation on site

If home automation is being used, the electrician or an authorised person must be present during the intervention, if necessary, in order to operate the home automation.

- Indicate whether the product on the site is accessible at less than 3 metres from the floor. If not, you must provide an elevated platform. If you would like Renson to provide this for a fee, you can tick the relevant box on the service request. In that case you ask you to provide further information about the situation on site, so that we can arrange to bring a suitable elevated platform.

### 4.1.3. THE DIRECT ROUTE TO RECEIVING A SERVICE PART

- a. **Correct information**The quickest way to receive a service part is to properly identify the correct part for replacement. Of course, this means choosing the type of service request referred to as 'order a service part', providing the correct warranty number and stating the correct article number with the description. A service assistant will then quickly order the required part.
- b. **Do the order yourself by clicking on a drawing**To make it easier for you to identify the correct service part for certain [screens] products, there is the opportunity to use a drawing on which to identify a part and click on the part to place an order. This saves you time and you can be sure that you have ordered the correct part.



To do this, follow the steps described in section 4.1.2.

- Conduct a search in e-REPS using the correct reference and click on the correct order or correct webID. Add a service request in the 'communication' tab
- In STEP 1 select the request type "order a service part" and complete the requested information
- When ordering a service part for screens using a drawing, you will automatically be presented with the relevant warranty numbers from the order during STEP 2.
- In the 'warranty number' field, select the correct warranty number for which you wish to order a part.



#### **You are unable to select a warranty number from the menu**

If no warranty number is presented or you cannot find the correct warranty number in the menu, it will not be possible to order the part yourself on a clickable drawing. In that case, simply enter the warranty number manually in step 2 and provide the description plus any article number of the required part in the "description" field.

- After completing the required information in STEP 3, select 'register & order' and [if you were able to click on a pre-defined warranty number] you will automatically be directed to the configurator, where you can click on the required part in a product drawing and complete the appropriate fields.

### Speedy dispatch of stock parts

If you have selected a service part and this part is a stock part and therefore requires no further processing, this part will be automatically picked and dispatched, without any intervention by a service assistant. In that case, the stock part will be dispatched within 48 hours and you will receive an invoice for any material costs. The service team member will organise the warranty later on, during which you may be asked to return the faulty part. Following receipt and analysis of the returned parts, the service assistant will update you on the warranty and, if appropriate, raise a credit note in order to cancel the invoice.



#### **Service parts requiring production**

If you have selected a service part that must still be produced, the warranty will be determined as much as possible on the images provided. In that case the service assistant will immediately consider the warranty and determine the invoice when processing your order.

If images are inconclusive or if the part can be reprocessed, you may also be asked to return the material, in which case the warranty will be assessed upon its receipt.



#### **Parts to be returned**

We sometimes ask you to return faulty parts, in order to conduct further analysis or carry out extra modifications. Based on this analysis we can correctly determine the warranty and decide whether or not to issue a credit note.

In this case we send a returns label that you must attach clearly to the properly packaged goods that you are returning. This label is necessary to ensure an efficient process.

If goods are not [correctly] returned the invoice will remain valid and no credit note will be raised. No credit note can be claimed for goods that are returned unjustifiably, without a returns label or with an incorrect returns label.



#### **How do I return the faulty part to Renson?**

If a part is requested to return, a quick and smooth handling is important for all concerned.

If the service request has been treated by your dealer, he will give instructions to deliver the faulty part through him. He will also take care of the further administration of your request and your return, you do not have to contact Renson.

If the service request is treated directly with Renson and the return is not collected by a dealer, a collection of the faulty part can be organized by Renson in individual cases.

In this case, please follow the instructions of Renson or the carrier appointed, confirm the collection and make sure the part to be collected is well prepared. This will help to finish your request in the most efficient way.

#### 4.1.4. FOLLOWING UP YOUR SERVICE REQUEST AND ADDING INFORMATION

An existing service request that is registered in e-REPS, can also be followed up in the same environment. If the status changes, a line is added below the request together with a note and the status is updated. An email will also be sent simultaneously to the person who submitted the request. You can also respond to this mail, if required, in which case the answer will be added to the service request on e-REPS, but ideally you should communicate via the e-REPS platform itself.

In this way all communication relating to a service request is conducted within the e-REPS environ



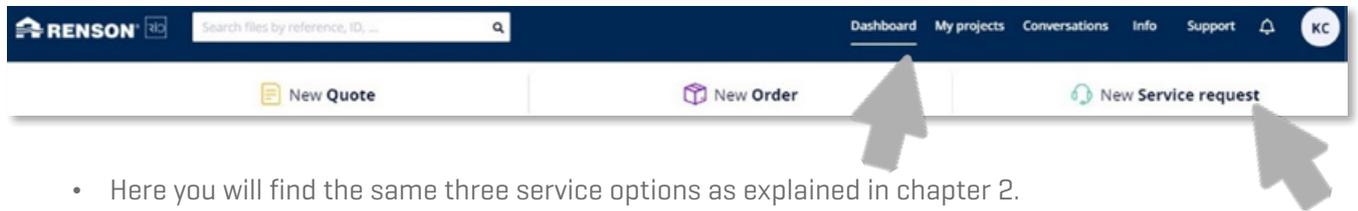
Updated	Type	User	Subject	Your reference	View
05-10-2021 14:18	Service request	Kathleen Claeeyé	Service request	M3666 Externe warranty files	
01-10-2021 14:41	Service request	Kathleen Claeeyé	Service request	M3666 Externe warranty files	Reply/Add message Delete

If you still need to add information after registering your service request, you can do this in e-REPS by selecting “Respond/add message” on the right of the service request line. Once a request has been dealt with, this request will show the status CLOSED. After one month this request will be closed for good and you will no longer be able to react in the usual way. If you do still wish to communicate with regard to this request, the best way is to open a new service request on e-REPS. Emails sent directly to service will not be detected or dealt with.

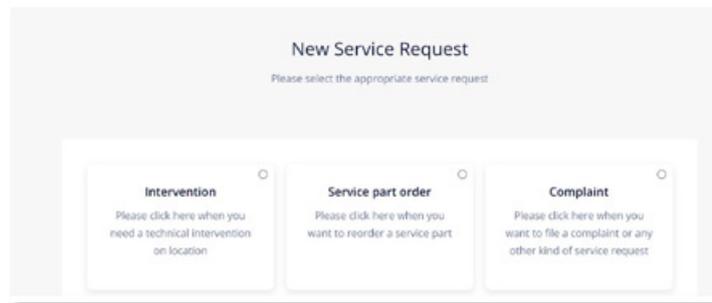
## 4.2. A SERVICE REQUEST FOR A PRODUCT FOR WHICH YOU USUALLY USE RIO

### 4.2.1. LAUNCHING A SERVICE REQUEST IN RIO

- Go from your start page to your Dashboard and then click on “New Service Request”



- Here you will find the same three service options as explained in chapter 2. Select one of these three service options



- On the next screen, select the correct reference from the original order for which you wish to submit a service request



## Outdoor products delivered before 1 January 2021

If your original order dates back to before January 2021 it will not be possible to find this reference on RIO. However, you can use the indicated link to be transferred to e-REPS.

Customer

Search ID or name

Reference or ID

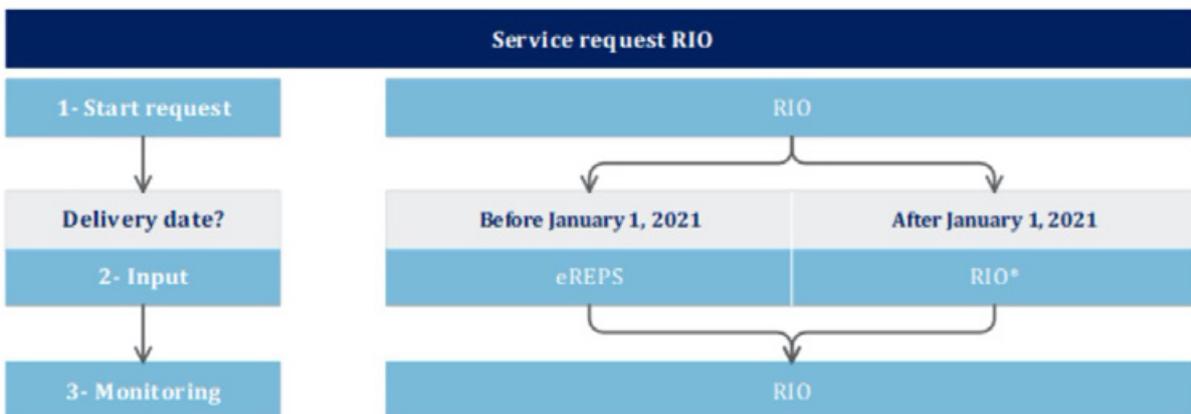
Select or type reference/ID

**i** If you created your order in eREPS, please follow [this link](#) to place a service order on eREPS

You can enter your service request as described in chapter 4.1. A service assistant will follow up your request and communicate further relevant details via the RIO platform, under “Conversations”



If your order was delivered after 1 January 2021, RIO will automatically recognise and complete the reference or ID and you can conduct your service request entirely in RIO.



## 4.2.2. COMPLETING YOUR SERVICE REQUEST WITH THE REQUIRED DETAILS

In the following screens you will be given interactive assistance when completing your service request.

### Request for intervention

Start by indicating the original project from the list provided.

Once you have indicated the correct original reference you will be asked step by step to add the necessary information in order to organise the intervention as properly as possible. Add your own clear reference to your request. You can also upload the required supporting files and confirm the site address.

Customer: Renson (SAV)  
Project reference: spare parts electronics for fairs  
Order reference: spare parts electronics for fairs - control box + splitter  
Intervention reference: spare parts electronics for fairs - control box + splitter - test x

### Intervention Address

Site type:

Street address:  Number:  Box:

Postal/ZIP code:  City:

Country:

I would like to specify a different address for delivery if replacement parts need to be delivered.

### Accessibility

Domotica present?  
Please provide a description about the accessibility of the location

When doing so, be sure to provide plenty of detail. Good information goes a long way in achieving a successful intervention.

Once you have run through all the steps, you will receive a summary of the intervention request. Check everything one last time and click on “Request service” to finally send the request through to our service staff.

### Intervention overview

Please review your intervention before requesting it

Order information	Intervention information
Project: spare parts electronics for fairs RID ID: AA01238644	Intervention reference: spare parts electronics for fairs - control box + splitter - test x
Order reference: spare parts electronics for fairs - control box + splitter	Contact person details: MSI, belnettest.be, 0123
Intervention address: Renson (SAV), Belgium	Problem type: Functional
	Safety-critical?: No
	Problem description: test

Save and Exit | Delete draft | New Intervention | Previous | Place service

If you would like to save the request temporarily and return to it later on, click on “Save & Close”. If you no longer require the request, click on “Remove concept”

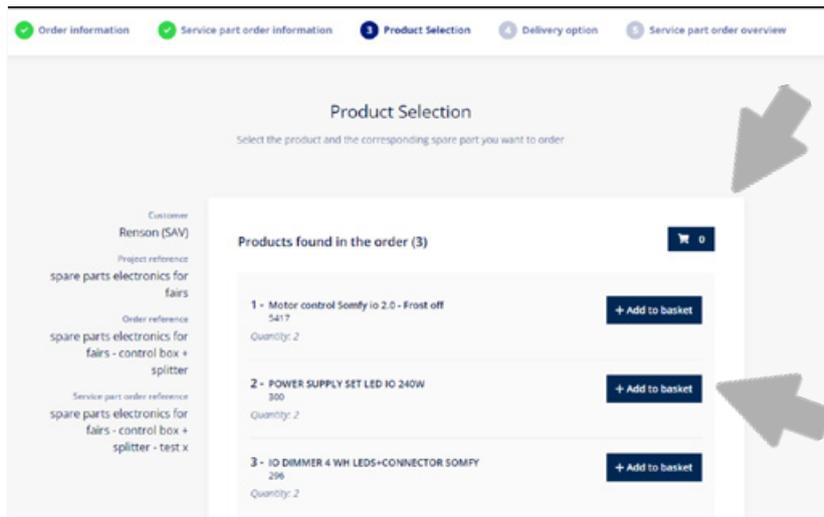
## Request for service part

The original reference is also the basis on which to launch a service request.

In five steps you will be asked to complete the details required to ensure an efficient response. Provide as much detail as necessary, use the opportunity to upload files and give the request a clear reference for your own use. In the problem description you can provide an explanation or further information for our service assistant.

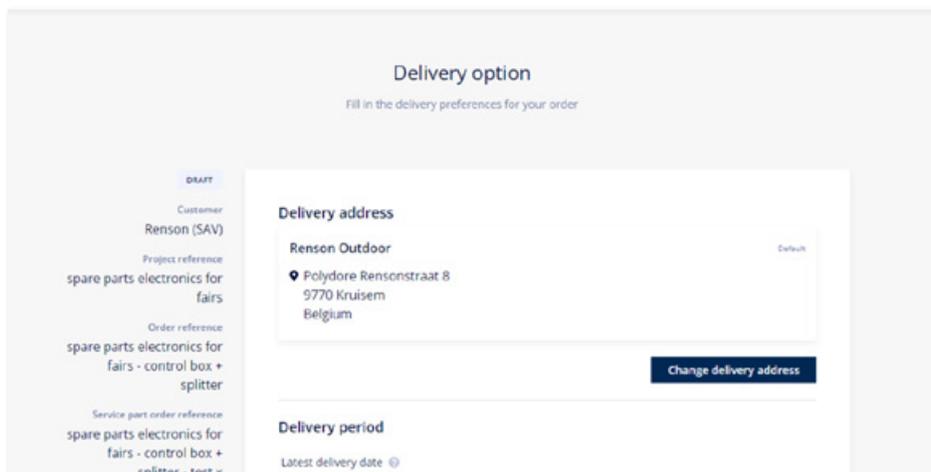
On a third screen you will see the parts that you can order yourself. For some parts a drawing is added to make certain that you request the right part.

Add the required parts to the order basket by clicking on the parts. You can see them being added to your order basket.



On the next screen you can modify your standard delivery address if required. Bear in mind that you may be charged a supplement if you do so.

You can also delay the suggested delivery period if this is more convenient.



After a final check of the order details, confirm your request by clicking on "Request Service". You can also temporarily save or delete the request.

## Entering a general complaint

If you do not specifically require a replacement part or intervention, but wish to report a problem with an existing reference, you should also start with the original reference.

The additional information we will ask in this case is limited, but still very important. Besides indicating a type of complaint, it is important to describe the problem and your expectations clearly, as well as uploading any necessary files.

Customer  
Renson (SAV)

Project reference  
spare parts electronics for fairs

Order reference  
spare parts electronics for fairs - control box + splitter

Order information 2 Complaint description 3 Complaint overview

### General information

Complaint reference  
spare parts electronics for fairs - control box + splitter -

### Problem description

Type  
Select the complaint type

- Return
- Product related: functional
- Product related: aesthetic
- Pricing
- Delivery
- Other

Choose your files or drag them here

Max. 5 files  
Max. 5 MB per file

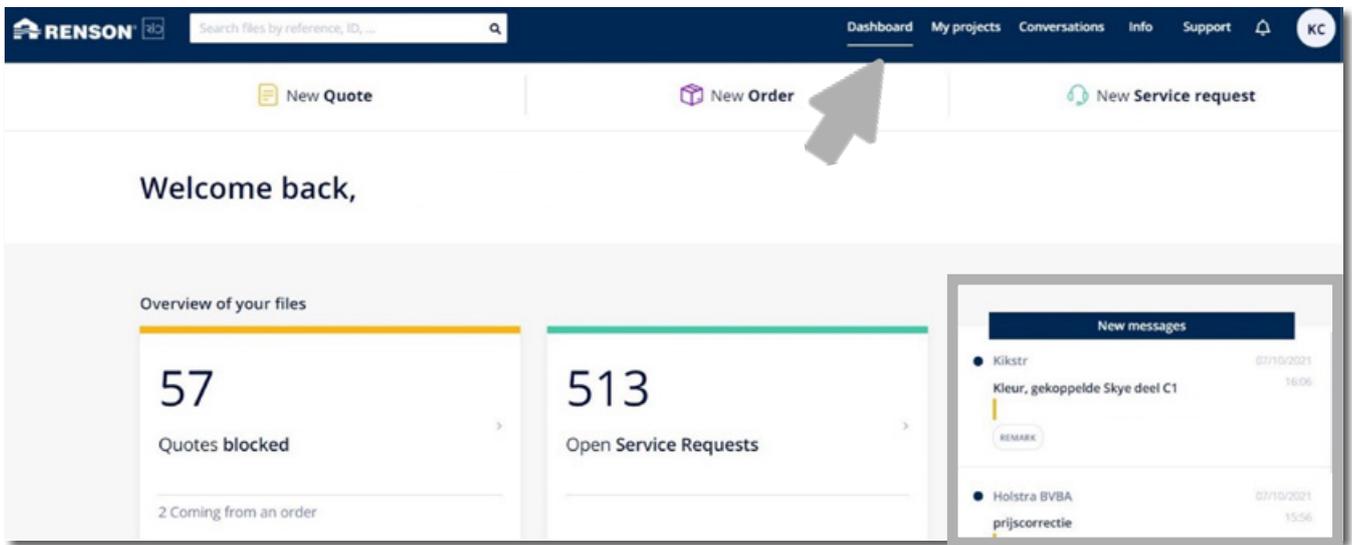
## 4.2.3. FOLLOWING UP YOUR SERVICE REQUEST IN RIO

All service requests for products that you normally order via RIO are also followed up in RIO. Even if your request has been rerouted to e-REPS, the communication will still take place via RIO.

By making sure that you react specifically to the right conversation you will end up with the appropriate service assistant who is following up your request.

To activate the communicator, select the 'Conversations' menu at the top of your start screen. By clicking here you will see a summary of all open conversations.

To specifically open conversations relating to service requests there is a summary of open conversations on the dashboard, including the summary of new conversation relating to service requests. You can click here to be transferred directly to the group of these conversations, then select and respond to the relevant conversation.



To go directly to the right communication relating to a particular service request, enter the reference of the relevant project or the relevant service request in the search bar at the top. If you open the service request, you can respond to an ongoing conversation or launch a new conversation relating to this service request using the three dots at the top.



## 4.3. REGISTERING A SERVICE REQUEST VIA THE PROFESSIONAL PORTAL

### 4.3.1. LAUNCHING A SERVICE REQUEST ON THE PROFESSIONAL PORTAL

Are you a [direct or indirect] professional customer of Renson, but you don't [yet] have access to one of our e-commerce platforms e-REPS or RIO, then you can always launch a service request via the professional portal on our website [renson.eu](http://renson.eu) :



Within the Professional Portal, go to the menu and select Service:



In this way you reach the same service request form as described in chapter 4.1.

### 4.3.2. THE REQUEST STEP BY STEP

You follow exactly the same three steps as in section 4.1.2.

If you are starting from the Professional Portal, there are certain fundamental differences in the form

#### **Pre-completed fields**

The request does not begin in the commercial platform. This means we are lacking basic information about you, as the applicant. Therefore, please be very careful when completing the necessary information and pay particular attention to the description of the problem and make sure to indicate the correct reference, as this information is essential for us to deal effectively with your request.

#### **Warranty numbers**

When making a request via the Professional Portal, we are naturally unable to view the original orders and related warranty numbers.

However, it is really important that you [manually] enter the correct warranty number. If you do not have this, be sure to provide a clear and simple reference or correct product indication.

#### **Direct or indirect customer**

When using the form on the Professional Portal it is particularly important to confirm correctly whether you buy directly from Renson or through a dealer.

If you are a direct customer, we ask you to enter your customer number for verification.

If you are an indirect customer, we ask you for the email address of your contact.

We need this in order to inform this person of your request.

Bear in mind that the request is not sent to Renson but to the mailbox that you provide. In this way we give your supplier the chance to resolve the root of the problem.

If your supplier wishes to request Renson's assistance, he can use your request to describe the problem to Renson and keep you informed.

1 Applicant information
2 Complaint information
3 Extra information

## Applicant information

Use the Importcode

Please fill in all the information regarding your service request below, **not to be used for repeat orders**.  
A well filled out request will allow us to help you in a targeted and efficient way.

If you wish to add information after making your request, you can do so by responding to the confirmation email or by adding a comment under your service request.

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Your service request (\*)

Order a service part ⓘ  
 Request an intervention ⓘ  
 Report a complaint ⓘ

I buy (\*) ⓘ

Directly from Renson  
 Trough a dealer

E-mail address dealer (\*)

If you order through a dealer, you must pass on your service request via this dealer. When you fill in the e-mail address of your contact person at your dealer in the field provided, you can complete the form and it will be forwarded to your dealer. He will then have to contact Renson.

### 4.3.3. FOLLOW-UP VIA EMAIL

Since the request has not been launched on the e-commerce platform, the follow-up is not managed in the commercial platform. If you wish to communicate with the service assistant, you can do so by responding to the mail that you received in confirmation of your request.

Do not send us a direct mail, as this will not be detected or dealt with.



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