

How to do - Ticket portal complaint processing



- General information:
- mandatory fields are marked with a small red star. They have to be filled, otherwise the ticket could not be submitted

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 in case some mandatory information is really not available, it is possible to fill the field with "unknown" – the ticket will be submitted

lp Desk		English ~
isite > Help Desk > Submit a ticket > Lieferung/delivery		
	Submit a Support Request Required fields are marked with*	
Name:*	3	
Email:*] ④	
Priority:* 🔳 Low 🗸		
phone number:	5	
Customer ID:	<u> </u>	
customer name/company:*		
country code:* Click to Select		
Beleduc-item reference:		

- 3. Name: please enter the person's name who can be contacted for further questions
- 4. Email: please enter the e-mail address of the contact person
- 5. phone number: please enter the phone number of the contact person
- *6. Customer ID:* please enter your beleduc customer ID which starts with: 1040-C...
- 7. customer name/company: please enter your company's name or the name of the comany where you bought the beleduc item
- 8. country code: please select whether "Deutschland/Österreich" or "Export" (for all other countries)
- *9. beleduc-item reference:* 5-digit number as indicated in beleduc invoice/delivery note

beleduc

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(13)

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- *10. quantity:* indicate the quantity that is affected by the claim
- 11. delivery note no.: please enter our delivery note number that starts with 1040-SIP or you can also indicate the number that starts with IUWHS. If you do not have any of them you can also enter our invoice number that starts with 1040-INV...
- *12. date of purchase:* please select the date from the calendar
- 13. subject: please indicate a short description of the matter
- 14. message: here you can add more details that are necessary to check and solve the matter
- 15. picture/video: please add a picture that shows the problem clearly. Add the file on the bottom of the page and tick this checkbox, please. If possible you can add a picture that shows the batch number of the item. It helps us to check the matter quickly. You can also attach a video if necessary. File upload limits are as follows:

File upload limits:

- Max. numbers of attachments: 2
- Max. size per attachment: 20 MB
- You may upload files ending with: .mkv, .gif, .jpg, .png, .zip, .rar, .csv, .doc, .docx, .xls, .xlsx, .txt, .pdf, .mp4

Please note:

quantity.*

delivery note no.*

date of purchase:

Subject:

Message:

nicture/video:*

Attachments

File upload limits

Bild/Video anbei/picture or video attached

(12)

Füllen Sie dieses Feld aus.

(15)

Drag files here or click the 'Add File' button below to select files to upload.

In case of very big files that exceed the limits – please upload the file under following link: <u>https://nx.beleduc.team/s/support-upload</u>

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Submit Ticke

At first please finish and send the ticket with a short message that there will be an upload. Save your file and **name it with the ticket ID** and then you can upload the file

16. submit ticket: please do not forget to confirm this button, otherwise the ticket will not be sent to us.

Notation:

The procedure to fill in the form for categories **quality/prices/freight** is nearly the same as for delivery. It might be that some fields are left out because they are not relevant for the selected category.

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