CUSTOMER SUPPORT

Product Feedback & Service Request

LOCINOX

*Something not right with a product, delivery or invoice? Tell us here and we'll sort it out. The more you fill in, the faster we can help. Fields marked * are required. Save the form, then email it with your photos and attachments to **sales@locinox.com**.*

01 Your details

Company name *

Country *

Contact person *

Email address *

Phone number

Your own reference (e.g. your PO or job no.)

Already in touch with us? Locinox case number (e.g. CAS-12345-ABC)

02 What is it about?

In one line, what's the issue? *

What best describes it? *

- ☐ Product issue / defect
- ☐ Damaged in transport
- ☐ Wrong or missing items
- ☐ Invoice or admin
- ☐ Question / other

Date you noticed the issue (DD/MM/YYYY)

Purchase or delivery date (DD/MM/YYYY)

03 Product details

Product name or item number *

Quantity affected *

Can't find the item number? Describe the product

Serial number (if on the label)

04 Order documents

You'll find these numbers on your order confirmation, delivery note and invoice.

Locinox order number

Delivery note / packing slip no.

Invoice number

05 Transport

Only needed if the goods arrived damaged, late or incomplete.

Transport company

Tracking number 1

Tracking number 2

Tracking number 3

Tracking number 4

Tracking number 5

Container code (if applicable)

06 Tell us what happened

Describe the issue: what you see, when it happens, how the product is installed and used *

07 Photos and videos

Clear photos help us most. Please attach them to your email and tick what you've included.

I've attached photos of:

- ☐ the damage or defect
- ☐ labels and packaging
- ☐ the installation (whole gate + detail)

Video link 1

Video link 2

Video link 3

08 How would you like us to solve it?

Your preferred solution *(tick one or more; final decision follows our assessment)*

- ☐ Replacement
- ☐ Repair
- ☐ Credit note
- ☐ No preference

09 Sign and send

Name *

Date *

FOR LOCINOX USE

Case ID: _____ Received on: _____ Handled by: _____

HOW TO SEND THIS FORM

1. Save the completed form to your computer (File > Save As). Please don't print and scan it.
2. Email the saved PDF to **sales@locinox.com**.
3. Attach your photos, videos and documents (order confirmation, delivery note, invoice).
4. Use the subject line: Service request – your company name – Locinox order number.

Large files? Send several emails, or include a download link in your email.

Let's make it better together.