

# AFTER-SALES SERVICE

## HOW TO OPEN AN ASS REQUEST



by **CSiD**  
CREATIVE SOLUTIONS  
FOR INDUSTRIAL DESIGN

### THE CONDITIONS FOR OPENING AN AFTER-SALES SERVICE REQUEST ARE:

**Defective Product:** scratches, missing screws and bolts, unglued/non-sticking accessory, color mistake, or even non-functional element(s).

**Report the non-conformity of the goods within two weeks (14 days),** from the date of receipt of goods.

### STEPS TO FOLLOW :

#### COMPANY / PRESCRIBER

**STEP 1 :** Call or email your reseller so that it can forward your report to our ASS.

**STEP 2 :** Send an email, to your reseller, with in it :

- A copy of the order ;
- An explanation on what is the issue within the goods and how it went like this. Must be detailed as much as you can ;
- Photos, videos of the defective product ;
- An explanation on the return you wish to procede.

#### RESELLER / DISTRIBUTOR

**STEP 1 :** Give us a call at : **+(33) 9 65 16 20 21**

**STEP 2 :** Send an email to : **contact@csid-design.com** with in it :

- A copy of the order ;
- An explanation on what is the issue within the goods and how it went like this. Must be detailed as much as you can ;
- Give photos, videos of the defective product ;
- An explanation on the return you wish.