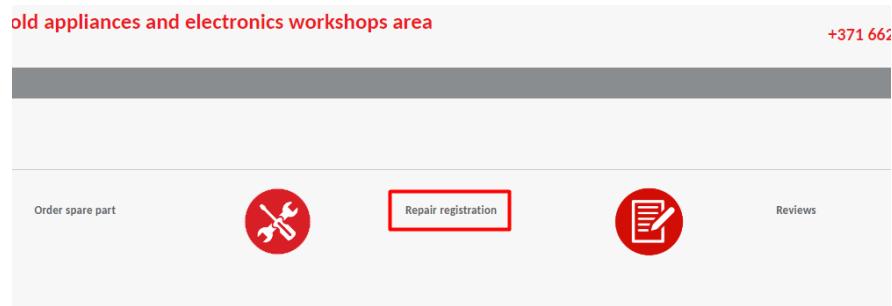


ONLINE REGISTRATION | FOR CUSTOMERS



1. Choose the system language
2. Check order status
3. Place your order of spare part
4. Register appliance for warranty or out of warranty repair
5. Leave your feedback about your service experience
6. Ask question if you have not already made registration for your appliance
7. Phone number for your support

VISIT WWW.HELPGROUP.EE → REPAIR REGISTRATION | IN WARRANTY



Order spare part



Repair registration



Reviews

ADD PURCHASE DATE

* Date of Purchase 1

* Brand 2

* Appliance 3

MO	TU	WE	TH	FR	SA	SU
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

CHOOSE THE BRAND FROM THE DROP DOWN LIST

* Date of Purchase 1

* Brand 2

* Appliance 3

DELONGI

CHOOSE THE APPLIANCE FROM THE DROP DOWN LIST

* Date of Purchase 1

* Brand 2

* Appliance 3

Automa

Automātiskais kafijas automāts / Tāisautomaats
espressomasinad / Automatic Coffee Machine

Pusautomātiskais kafijas automāts / Poolautomaatne
kohvimasin / Semi-Automatic Coffee Machine

TYPE MODEL OR CHOOSE IT FROM THE DROP DOWN LIST IF PROVIDED

* Date of Purchase	1 2022-09-14
* Brand	2 DELONGHI
* Appliance	3 Automātiskais kafijas automāts / Tāisautor
* Model name	4 <input type="text" value="Type model name"/>
Serial number	<input type="text"/>

TYPE SERIAL NUMBER IF KNOWN (TO CHECK HOW MODEL NAME AND SERIAL NUMBER LOOKS, PLEASE TAKE A LOOK AT PROVIDED PHOTO OF TECHNICAL LABEL

* Date of Purchase	1 2022-09-14
* Brand	2 DELONGHI
* Appliance	3 Automātiskais kafijas automāts / Tāisautor
* Model name1	4 MODEL
Serial number	<input type="text" value="SERIAL NUMBER"/>
* Required documents	Example of technical label  <input type="button" value="Upload"/> <input type="button" value="Drag & Drop Files"/> Pavyzdys

MARK THAT YOU ARE INFORMED THAT:

➤ PURCHASE DOC. IS NEEDED (PURCHASE DOC. CAN BE UPLOADED)

Serial number	<input type="text" value="SERIAL NUMBER"/>
* Required documents	Example of technical label  <input type="button" value="Upload"/> <input type="button" value="Drag & Drop Files"/> Pavyzdys
<input checked="" type="checkbox"/> Proof of purchase  <input type="button" value="Upload"/> <input type="button" value="Drag & Drop Files"/> Pavyzdys	

PROVIDE DEFECT DESCRIPTION

Nurodykite gedimą savo žodžiais

5

ADD COMMENTS IF YOU HAVE ANY

Notes

Delivery way

TYPE YOUR ADDRESS, CHOOSE COUNTRY FROM THE LIST

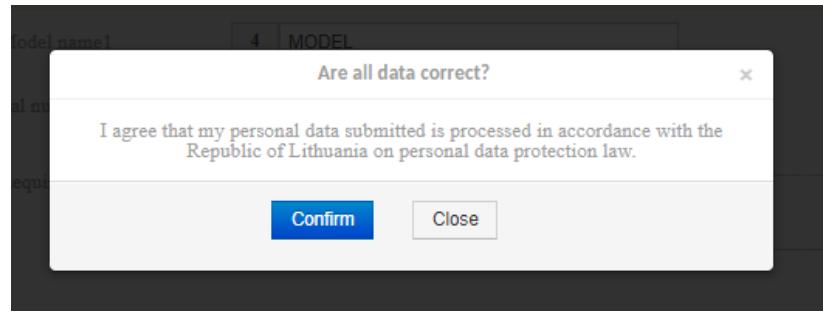
* Pick up address

TYPE YOUR CONTACT INFORMATION AND PRESS "REGISTER"

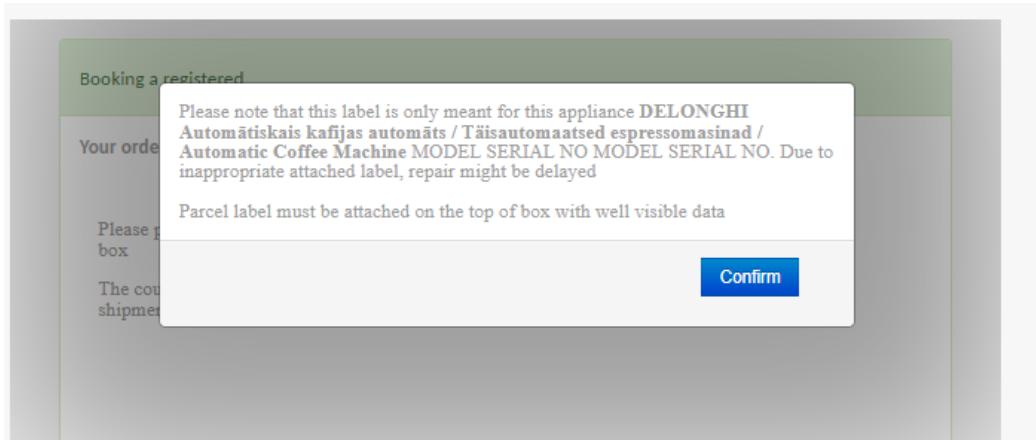
* Customer's Firstname
* Customer's Surname
* Phone No.
* E-mail

Send messages to the customer (in customer's format)
 E-mail Do not send messages

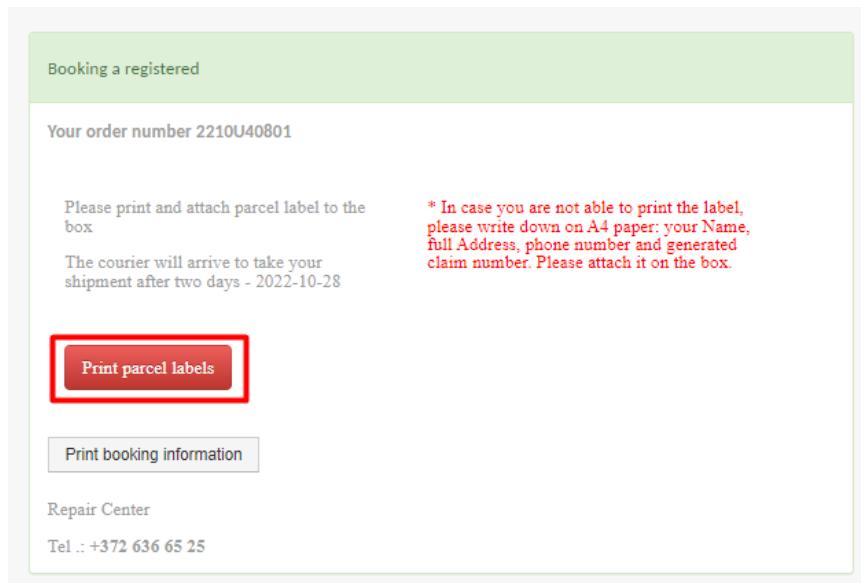
CONFIRM THAT ALL PROVIDED DATA IS CORRECT AND "I agree that my personal data submitted is processed in accordance with the Republic of Lithuania on personal data protection law."



CONFIRM THAT YOU ARE AWARE OF INFORMATION PROVIDED ON THE TABLE



PRINT PARCEL LABEL THAT NEEDS TO BE ATTACHED ON THE BOX (IF YOU ARE NOT ABLE TO PRINT IT, YOU CAN ATTACH ANY PEACE OF PAPER WITH HANDWRITTEN INFORMATION FROM THE LABEL



PARCEL LABEL

R

name
iela 2 Rīga

ORDER NUMBER
2210U40802



Sender: Name Surname
Address: Alberta iela 2 Rīga
Zip code: 1010
Tel.: 868300000

Spausdinti 1 popierius lapas

Paskirties vieta  HP LaserJet Pro M425

Psl. Visi

Kopijos 1

Išdėstymas Stačias

Daugiau nustatymų ▾

Spausdinti **Atšaukti**

PRINT/SAVE CLAIM INFORMATION

Booking a registered

Your order number 2210U40802

Please print and attach parcel label to the box
The courier will arrive to take your shipment after two days - 2022-10-28

* In case you are not able to print the label, please write down on A4 paper: your Name, full Address, phone number and generated claim number. Please attach it on the box.

Print parcel labels

Print booking information

Repair Center
Tel.: +372 636 65 25

CLAIM INFORMATION

The screenshot displays a web-based application for managing claim information. On the left, a summary box contains the following text:

Booking a registered
Your order number 2210U40802
Please print and attach parcel label to the box
The courier will arrive to take your shipment after two days - 2022-10-28
* In case you are not able to print the label, please write down on A4 paper: your Name, full Address, phone number and generated claim number. Please attach it on the box.
Repair Center
Tel.: +372 636 65 25

On the right, a printing configuration panel is shown:

Spausdinti 1 popieriaus lapas 211

Paskirties vieta:

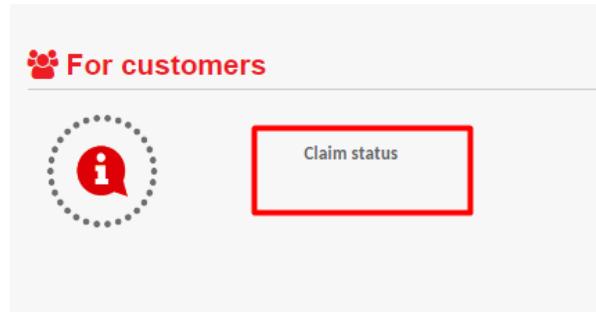
Psl.:

Kopijos:

Išdėstymas:

Daugiau nustatymų

Buttons at the bottom:



TYPE CLAIM NUMBER OR YOUR PHONE NUMBER

To check the repair status, type the full order number or the phone number

2210U40892

Search

SEE THE STATUS OF YOUR CLAIM

To check the repair status, type the full order number or the phone number

2210U40892	Search	Send
Order	2210U40892	Warranty
Brand	DELONGHI	Defect description by customer
Device	Automätsikas kafijas automäts / Täisautomaatsed espressomasinad / Automatic Coffee Machine	Remark
Package	Põhisade	Description of found defect
Booking a registered	Registravo klientas	Service work description

Registered 2022-10-27

On delivery to service center 2022-10-27

PRESS "SEND" TO OPEN FIELD TO PROVIDE ANY QUESTION ABOUT YOUR CLAIM

To check the repair status, type the full order number or the phone number

2210U40892	Search	Send
Order	2210U40892 Warranty	
Brand	DELONGHI	
Device	Automātiskais kafijas automāts / Täisautomaatsed espress Coffee Machine	
Package	Põhiseade	
Booking a registered	Registreeritav klientas	
 Registered 2022-10-27	 On delivery to service center 2022-10-27	

TYPE QUESTION, ATATCHED DOCUMENTS IF YOU WANT TO

inquiry

If you did not find an answer to the service of interest to write an inquiry and we will contact you within one business day

If you wish to receive a response over the phone, enter the phone number here

86xxxxxxxx

Please find attached purchase document

Upload Drag & Drop Files

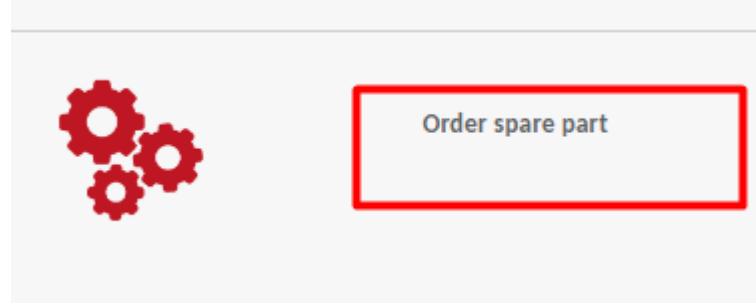
Verification expired. Check the checkbox again.

I'm not a robot

reCAPTCHA

Privacy - Terms

Send



FILL THE FORM. YOU WILL RECEIVE THE REPLY AT YOUR PROVIDED E-MAIL

 Household appliances and electronics workshops

? I want to ask

Device company (trademark)*
 🔍

- ALLVIEW
- ASUS
- BEKO
- BLOMBERG
- BOSCH
- CANDY
- DELONGHI
- DYSON
- GAGGENAU
- GORENJE

Additional number

Short description of the desired details*

Name, Surname*

E-mail*

Phone number (+37xxxxxxxx)*

Address*

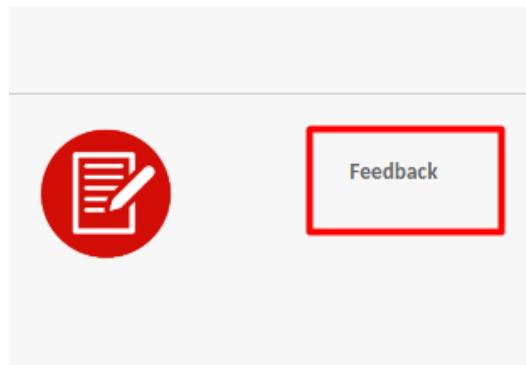
Zip code*

Attach the device product label picture
Where is found it?

Upload photos:
 Nepasirinktas joks failas Nepasirinktas joks failas Nepasirinktas joks failas

I'm not a robot 
reCAPTCHA
Privacy - Terms

VISIT WWW.HELPGROUP.EE → FEEDBACK



OPEN "PROVIDE FEEDBACK ONLIE", YOU WILL RECEIVE REPLY AT YOUR PROVIDED E-MAIL



FILL THE FORM, ATTACH DOCUMENTS IF NEEDED

Claim number that feedback is based on *

First name, last name or company name *

Email address *

Phone number *

The subject of feedback

Review *

How would you like to receive a reply?

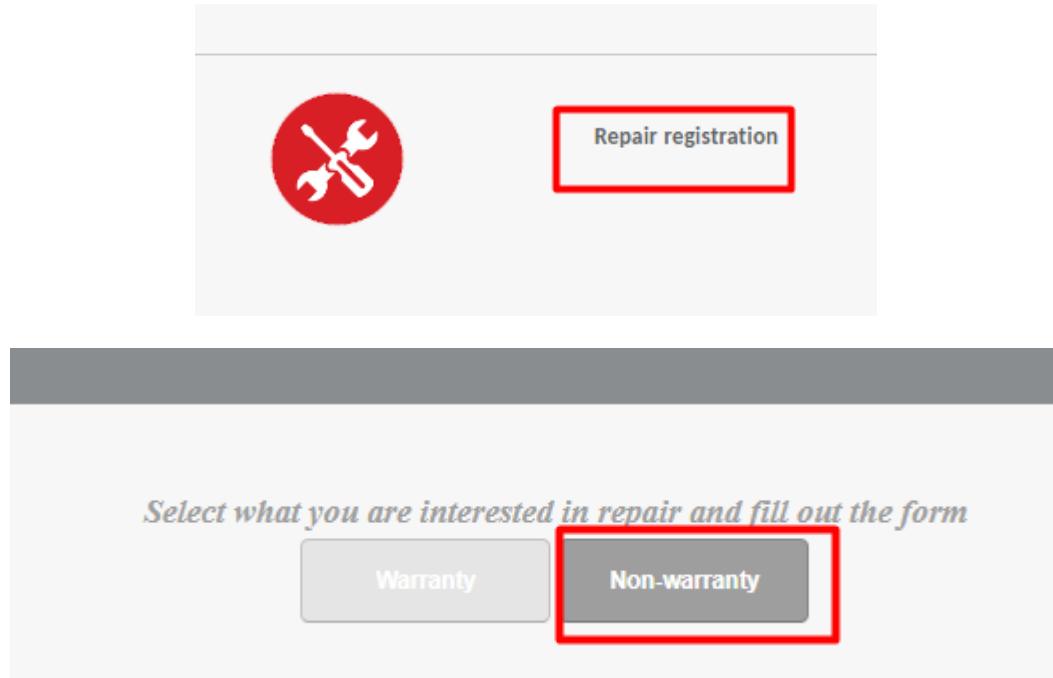
Via e-mail

If you need to upload the clip files

Pasirinkti faila Nepasirinktas joks failas Pasirinkti faila Nepasirinktas joks failas Pasirinkti faila Nepasirinktas joks failas

The company aims carefully, objectively and quickly analyze customer complaints about the company's commitment to customer execution, analyze the issues raised by customers and quickly inform Customers preparing a written response. Comments should be submitted to the Company no later than three (3) weeks from the date when the product was registered in the system. Customer response to all the issues raised in the complaint, regardless of whether the customer's complaint was upheld or unfounded by a detailed, reasoned response. Ready the answer is sent to the customer in the manner indicated by the Customer Claims completing the reporting form (e. Mail, regular mail). The answer is sent to the client no later than fourteen (14) calendar days of receiving the complaint, the date of the Company.

Send



FILL FORM AND YOU WILL RECEIVE A REPLY AT YOUR PROVIDED E-MAIL

Select what you are interested in repair and fill out the form

Device company (trademark)*

Device type / name*

Model name of appliance*

Short description of defect*

Name, Surname*

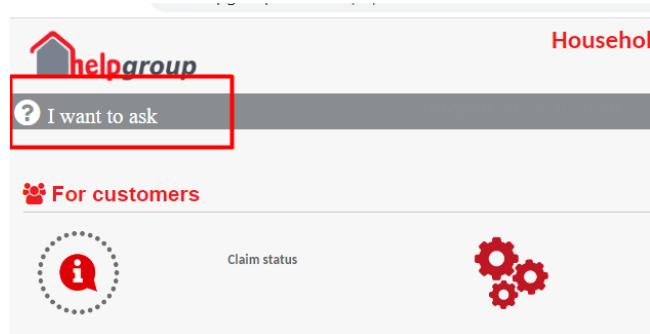
E-mail*

Phone number (+37xxxxxxxx)*

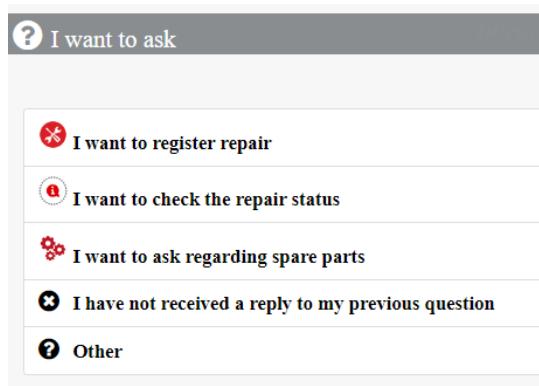
Address*

I'm not a robot reCAPTCHA
Privacy • Terms

VISIT WWW.HELPGROUP.EE → I WANT TO ASK



CHOOSE THE QUESTION TOPIC



- I want to register repair -> You will be redirected to „Claim registration“
- I want to ask regarding spare parts -> You will be redirected to „Order spare part“
- I have not received a reply to my previous question -> You will be redirected to „Feedback“
- Other

“OTHER” – FILL THE FORM AND SEND YOUR MESSAGE. YOU WILL RECEIVE A REPLY AT YOUR PROVIDED EMAIL