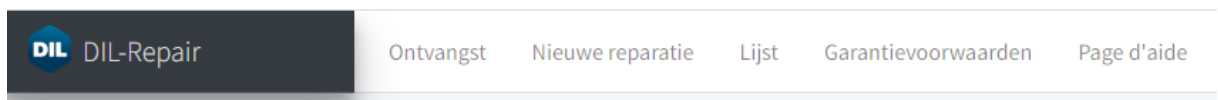


DORO / PRIMO BY DORO

Service website: www.repair.dil.lu

1. Click on “new repair” at the top.



2. Enter your customer's details.

Nieuwe Reparatie

Stappen

- Information client
- Description produit
- Symptômes
- Verzekering
- Récapitulatif

Sessie

Agent *

Reference Interne

Klant

Vos adresses

Bedrijf

Aanspreekvorm

Naam *

Voornaam *

Land *

CP *

Stad *

N° Rue *

Rue *

Telefoonnummer

Gsm-nummer

Email

En choisissant le N° de mobile et / ou l'adresse E-mail de votre client, informez-le en un clic que sa réparation est disponible.

Sauvegarder l'adresse dans le carnet ?

It is mandatory to fill in and tick the customer's telephone number and/or e-mail address. Otherwise you cannot proceed to the next step.

Telefoonnummer

Gsm-nummer

Email

Veuillez indiquer un email, svp

En choisissant le N° de mobile et / ou l'adresse E-mail de votre client, informez-le en un clic que sa réparation est disponible.

3. Click on “Next” at the bottom right.

Sauvegarder l'adresse dans le carnet ?

Volgende >

4. Select the type of device you want to register.

Materiaal

ACC DECT GSM PC TAB WATCH OTHER

Then the make and model.

Merken

Model

Si le modèle est introuvable dans la liste, cliquez [ici](#) pour le spécifier manuellement.

If the model is not in the list, you can click on the blue word and enter your model manually in the “Autres” box.

Si le modèle est introuvable dans la liste, cliquez [ici](#) pour le spécifier manuellement.

Autres

At the bottom you can add the accessories that you supply with the device. We recommend that you only include the necessary accessories with your repair and be sure to list everything.

In the top box you can find a list of accessories, in the bottom box you can fill in what is not in the list.

Accessoires

Vermeld de bij de reparatie geleverde accessoires

Andere

On the right side of the page, enter the IMEI and/or serial number and check whether the device is under warranty. If you tick "yes", you must also enter the date of purchase as stated on the invoice. Don't forget to include the invoice..

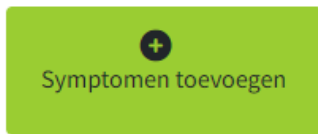
Garantie administrative *

Datum van aankoop *

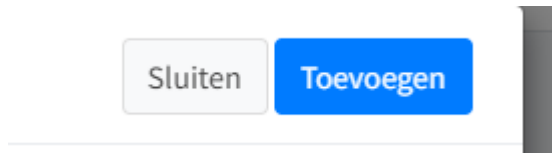
 

You can then click on "Next" at the bottom right.

5. You can now tick the defects by clicking on “add symptoms”.



Be complete in indicating defects, several are possible. Click on “Add” at the top right..



You can always provide more information about the defect in the description and indicate whether the defect is, for example, only temporary or permanent.

Symptomen

07H - Scherm (display) Een of meerdere vlekken op het display	Beschrijving van het probleem <input type="text"/>	<input type="button" value="X"/>
	Frequentie Tout le temps	

Ga naar de volgende stap (rechts onderaan).

6. Indicate whether the device has insurance and whether it concerns a loaner device.

Verzekering

Assurance *

Leenapparaat

Appareil de prêt *

✓ Oui

✗ Non

Volgende >

7. You will receive the summary of your repair here. If you do not want to change anything, click on “Create” at the bottom right.

Klant

Ref Interne 123

Naam Koekepeer

Voornaam Bert

Adres 101, Dalmatiërstraat

Stad Amsterdam

Postcode 1086

Land Nederland

E-mail meneerkoekepeer@boterhammetjes.nl

Telefoon +31123123

Gsm-nummer +31123456789

Materiaal

N° Série 258456789123

IMEI 123456789

Product DORO Doro 1361 Red

Administratieve garantie Non

Bewijs van aankoop geleverd Non

Accessoires

Accessoires

Autres accessoires

Een of meerdere vlekken op het display 07H

Tout le temps

Maak ✓

8. A warning will appear that all contents of the device will be erased. You are asked to notify the customer of this so that they can make the necessary backups. Here you must agree to the “Terms and Conditions” and confirm.

9. The device is now registered and you can find it in “List”



10. After this, DIL will send you a shipping label by e-mail with which you can send the device to them. Be sure to check your spam if you haven't received a label the day after you signed up. You can also contact them directly via info@dil.lu