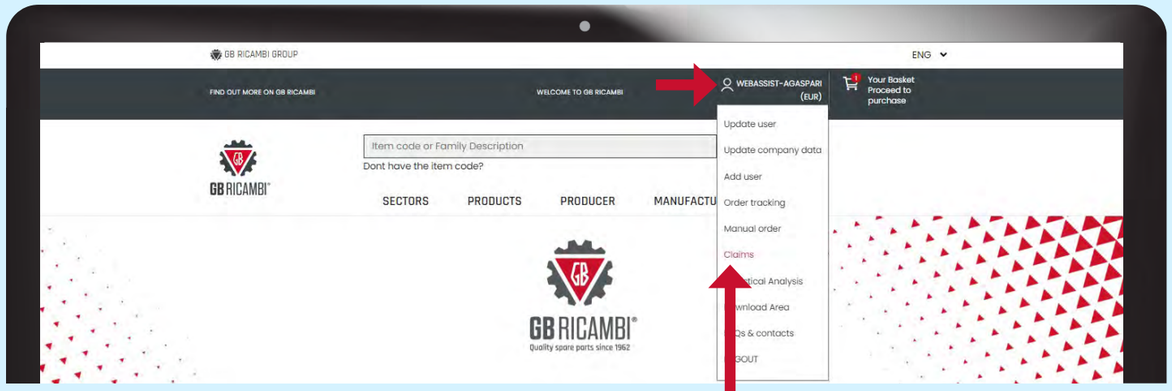
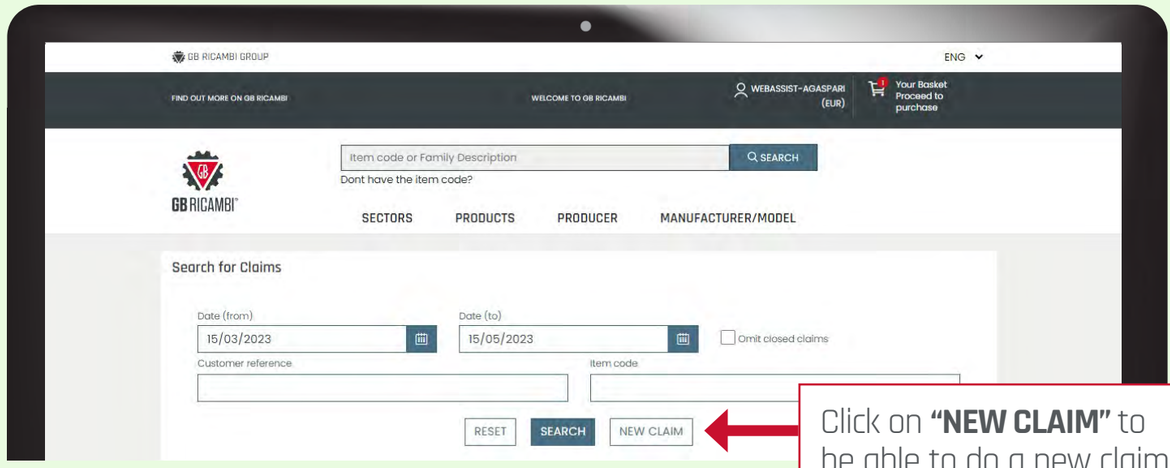
E.COMMERCE – CLAIMS

CLAIMS SECTION



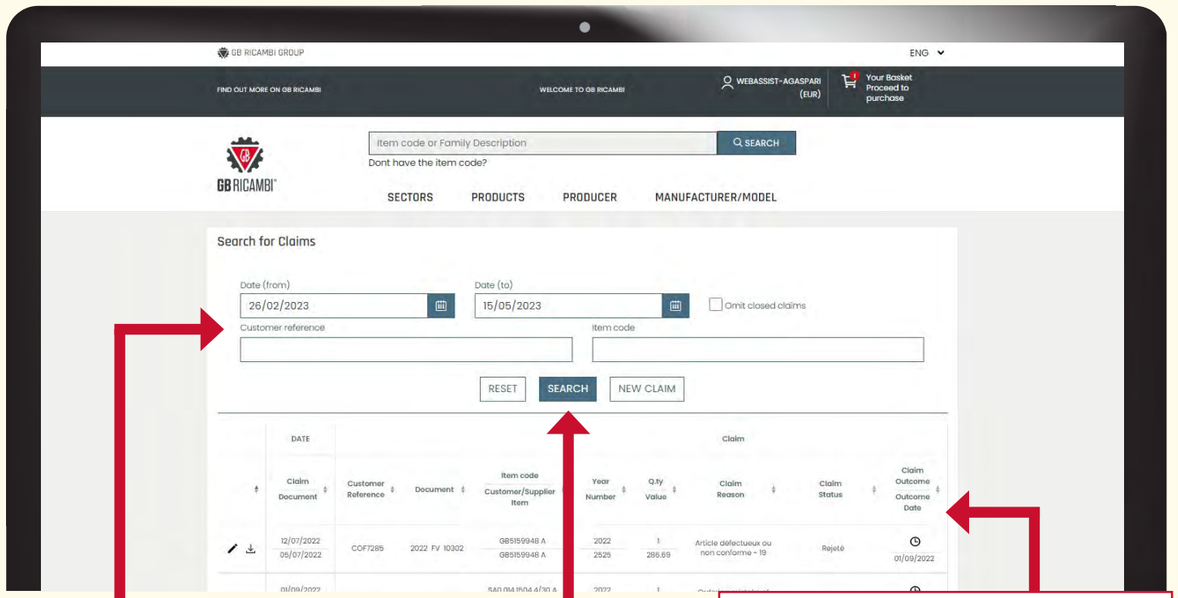
Inside the **profile icon** you will find the **claims area**.

NEW CLAIMS



Click on **"NEW CLAIM"** to be able to do a new claim.

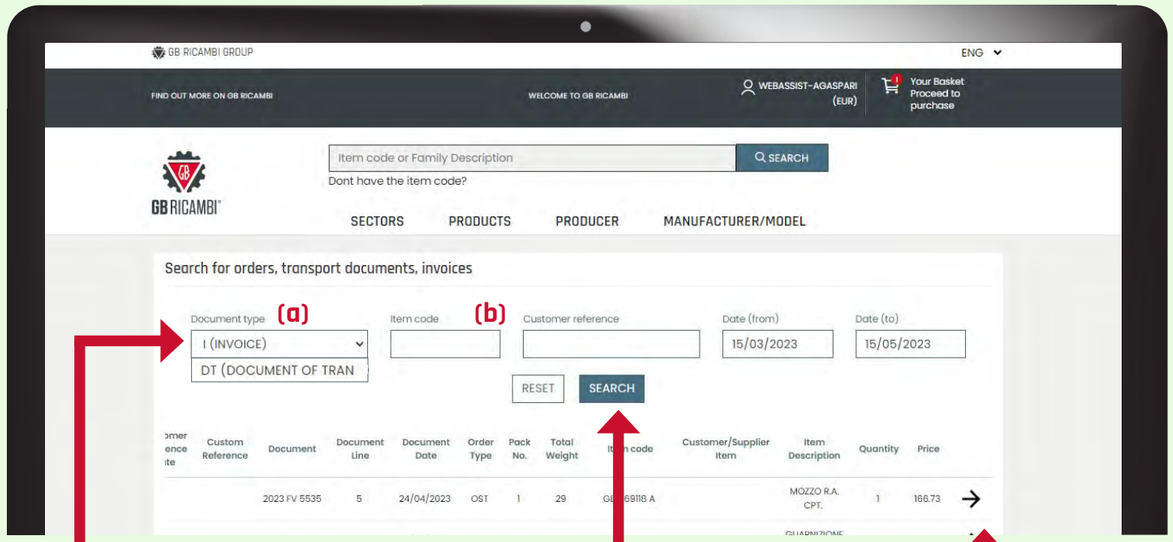
SEARCH CLAIMS ALREADY MADE



in the claims section you can search for **claims already made**

Click on **"SEARCH"** for starting your searching

list of claims already made



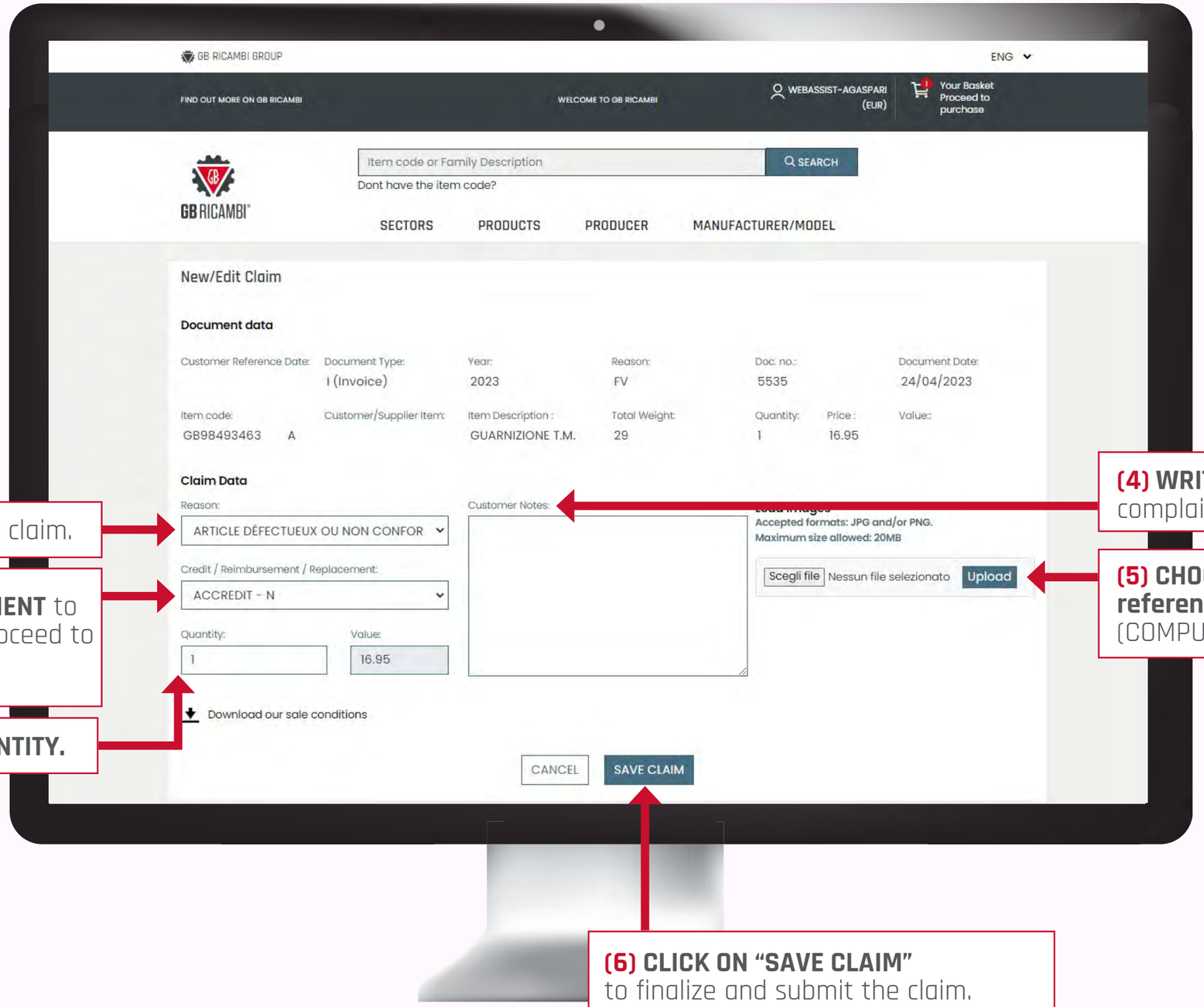
FILL IN:
(a) select DT (DOCUMENT OF TRANSPORT) or I (INVOICE).
(b) Enter the Item Code.

If you click on the **"SEARCH"** button will appear the **list of purchased products**.

Click the arrow on the right side for select the product and proceed with the claim.

E.COMMERCE – CLAIMS

FILL IN A NEW CLAIM



(1) SELECT THE REASON of the claim.

(2) SELECT CREDIT/REPLACEMENT to indicate how you prefer to proceed to accepted claim.

(3) ENTER THE QUANTITY.

(4) WRITE HERE the explanation of the complaint. (COMPULSORY)

(5) CHOOSE and UPLOAD a reference picture of the complaint. (COMPULSORY)

(6) CLICK ON "SAVE CLAIM" to finalize and submit the claim.