

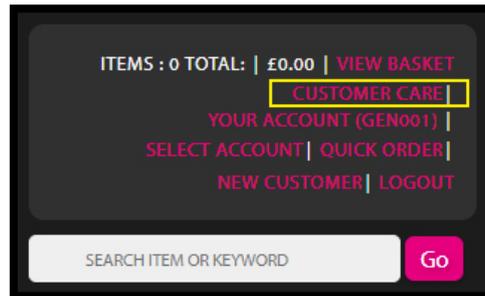
In the pursuit to constantly improve our service and product we have invested in a ticketing system for our Customer Care and as such our enquiry process has changed. Please see below for a quick update on how to log an enquiry on the new system. ***Your email will NOT be responded to directly.**

To access the Customer Care Section of the website you'll need to be logged in your account for information on your login details or how to access the those details please see our [login help page](#).

New Enquiries/Requests:

(Reporting defect or requesting assessment will require photos.)

- Log into your account on RS Sailing Store – Click [HERE](#)
- Once logged in click '[Customer Care](#)'.



- Select 'Create New Customer Care Request'
- Complete initial request form, finally selecting correct enquiry type.

- Next click on 'Add New Item' and complete all mandatory fields, expect to add a photo if your request is a Part, Hull Defect or Assessment. Finish by clicking 'Add'

NEW CUSTOMER CARE ENQUIRY / REQUEST

- You now have 3 options:
- Add another item by clicking 'Add New Item'.
- Remove any mistakes but clicking 'Remove' next to the line item
- Submit request by clicking 'Submit'. - Upon submitting the form you'll be issued a ticket number and we'll get to work on your request.

Customer Care Online

Fields marked * are required

Name *

Address *

Region

Phone *

Email *

Enquiry *

Product	Enquiry Info	Remove
A2020LZ	Spinnaker uphaul block not operating as expected.	<input type="button" value="Remove"/>