## **NEW CUSTOMER CARE ENQUIRY / REQUEST**

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 <u>NOT</u> 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 <u>login help page</u>.

## New Enquiries/Requests:

(Reporting defect or requesting assessment will require photos.)

- Log into your account on RS Sailing Store Click <u>HERE</u>
- Once logged in click <u>'Customer Care'</u>.



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

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Fields marked * are required			Fields marked * are	required		Ľ
Name *	Mr Smith			Name *	Mr Smith	
Address *	Shop Collection, RS Sailing , Southampton, SO51 9DQ 🔻			Address *	Shop Collection, RS Sailing , Southampton, SO51 9DQ 🔻	
Region	UK	Ζ.		Region	UK	
Phone *	01234567789			Phone *	01234567789	
Email *	mrsmith@test.com		3	Email *	mrsmith@test.com	ι.
Enquiry *	Boat Purchased from RS Sailing			Enquiry *	Please select	
	Please select				Boat Purchased from RS Sailing	
	Missing Part				Part Purchased from RS Sailing Store Part	
Add Now Itom	Part Defect		Add New Item		Insurance Claim	
Add New Item	Hull Defect				General Enquiry	
	Technical Query		No Items in this Cus	tomer Care r	equest	
No items in this Customer Care request.						

• 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'

Aftersales Item	
Fields marked * are required	
Boat Class *	RS Feva 🔻
Sail Number *	2265
Product	Allen Block 20mm
Fault Description *	Spinnaker uphaul block not operating as expected.
Purchase Date *	01-10-2018
Stock Code Quantity	A2020LZ
Add Supporting Photo(s)	Choose Files Image-(10-of-47).jpg
Please add Proof of Purchase.	Choose Files No file chosen

## **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.

Custome	er Care Online		
Fields ma	ked * are required		
	Name * Mr Smith		
	Address * Shop Collection, RS Sailing , Southampton, SO51 9DQ 🔻		
	Region UK		
	Phone • 01234567789		
	Email * mrsmith@test.com		
	Enquiry   Boat Purchased from RS Sailing  Part Defect		
Add New	Item		
Product	Enquiry Info Remove		
A2020LZ	Spinnaker uphaul block not operating as expected. Remove		
Submit			

