

**CUSTOM**<sup>®</sup>

*Supporting your business needs*

[WWW.CUSTOM4U.IT](http://WWW.CUSTOM4U.IT)

[www.custom.biz](http://www.custom.biz)  
[www.customlife.com](http://www.customlife.com)

- 1) Open your browser and type [www.custom4u.it](https://www.custom4u.it)  
Please note that website is optimised for Google Chrome



- 2) Click on LOGIN



- 3) A window will open, click on SIGN IN to create the account and fill the form up

EMAIL  
e.example@custom.it

PASSWORD  
.....

**LOGIN**

**SIGN IN**

[FORGOT YOUR PASSWORD?](#)

**CUSTOM4U**

**REGISTER**

Fill out the registration form, with all your data

Name\* Lastname\*

Enter your name Enter your lastname

Phone

Enter your phone

Email\*

e.example@custom.it

Password\* Confirm password\*

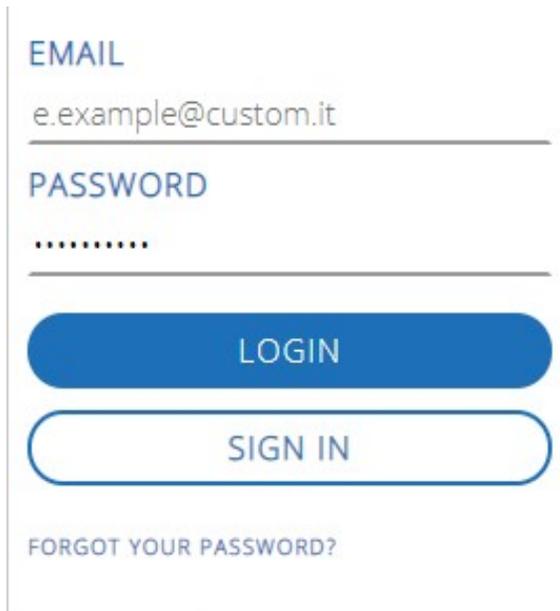
Enter your new password Repeat your new password

Fields marked with star (\*) are mandatory

Non sono un robot   Accept privacy policy  
 Accept terms and condition  
 I would like to receive information from Custom group

**SIGN IN**

- 5) An email will be sent to the registered address, please confirm to activate your account
  
- 6) Go back to CUSTOM4U to log in with registered email and PSW



EMAIL  
e.example@custom.it

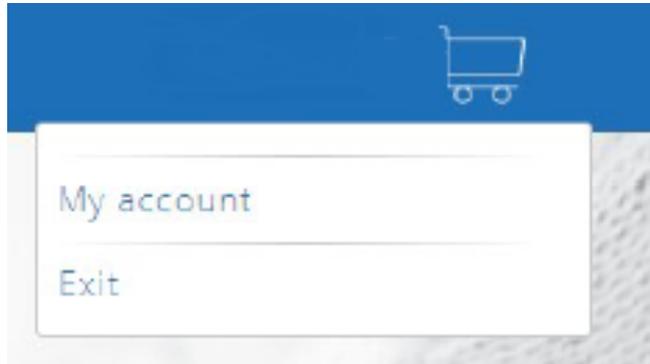
PASSWORD  
.....

LOGIN

SIGN IN

[FORGOT YOUR PASSWORD?](#)

7) Click on your name, then MY ACCOUNT



8) Enter ID CUSTOMER

Viktor Glanz



9) Type ID nr and ZIP code

**ID CUSTOMER**

Enter your ID Customer, to use all the functionality of Custom4U like:  
download reserved file, ask for an RMA, open a ticket and buy spare parts.

<input type="text" value="Enter your ID Customer"/> <small>Can not find your ID Customer? Click here</small>	<input type="text" value="Enter the value of zip code field"/> <small>Can not find the value of zip code field? Click here</small>
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Then UPGRADE YOUR PROFILE

**UPDATE YOUR PROFILE** ←

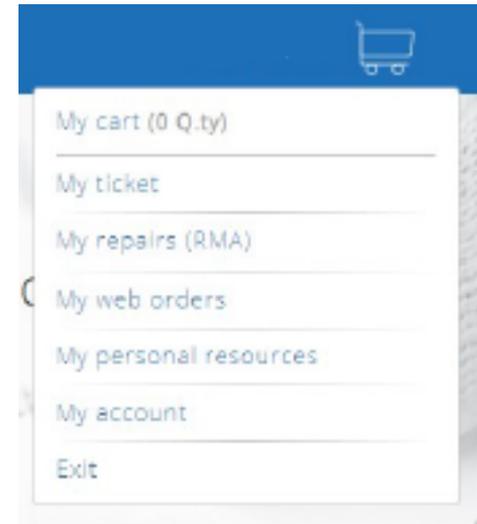
Dear  
your profile has been updated correctly.

Login again to use the new features

**LOGIN** ←

10) LOGIN once again

11) New functions are now available;  
Click on MY REPAIRS (RMA) to  
create a new one or check the status  
of already created ones



12) Check the list or click on CREATE  
RMA

New request for Service Center

[CREATE RMA](#) ←

My repairs (RMA)

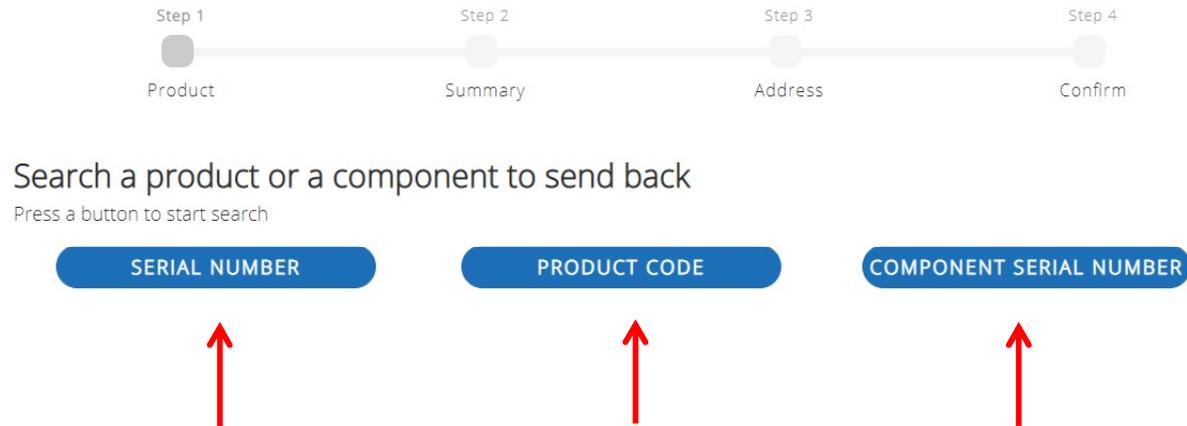
[VIEW RMA](#) | [VIEW OPEN](#) | [VIEW CLOSED](#)

Show 10 entries Search:

RMA Number	Created on	Product Code	Product Description	Status RMA	Order details
100257985	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN
100257987	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN
100257978	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN
100257983	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN
100257981	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN
100258008	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN
100258003	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN
100258005	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN
100258007	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN
100258014	2019-02-01	915DT020100300	PROP TP25 USB RS232 DUAL FEEDER WNX	Product waiting to repair	OPEN

< 1 2 3 4 5 ... 237 >

## 13) Define which data to use (SERIAL NUMBER, PRODUCT CODE or COMPONENT SERIAL NUMBER)



## 14) Here what appears selecting SERIAL NUMBER

Search a product or a component to send back  
Press a button to start search

SERIAL NUMBER

PRODUCT CODE

COMPONENT SERIAL NUMBER

Insert serial number

# Thank you