

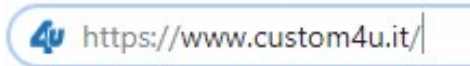


Supporting your business needs

WWW.CUSTOM4U.IT

www.custom.biz
www.customlife.com

- 1) Open your browser and type 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*

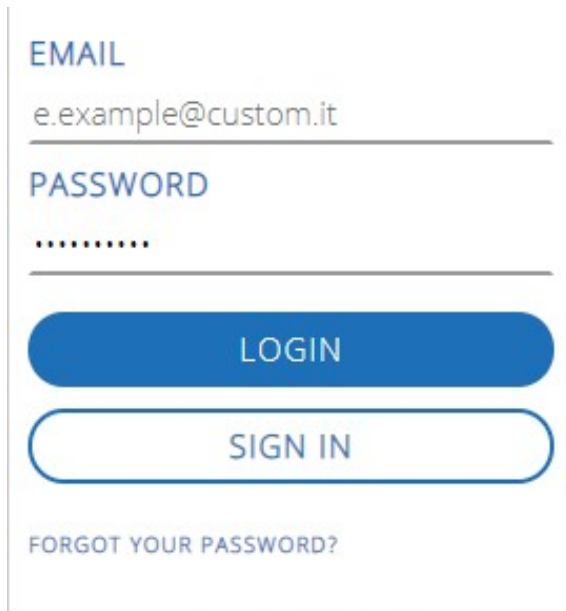
Enter your new password Repeat your new password

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

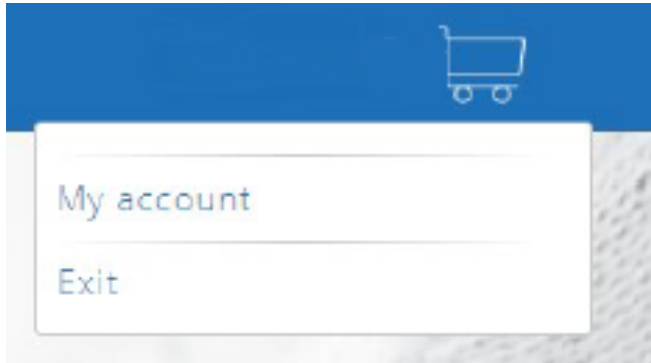
PASSWORD
.....

LOGIN

SIGN IN

[FORGOT YOUR PASSWORD?](#)

7) Click on your name, then MY ACCOUNT



8) Enter ID CUSTOMER

Viktor Glanz

SETTINGS ACCOUNT	Change password Change profile Exit
UPGRADE CREDENTIALS	Enter your ID Customer I don't have an ID Customer



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.

Enter your ID Customer

Can not find your ID Customer? Click here

Enter the value of zip code field

Can not find the value of zip code field? Click here

Then UPGRADE YOUR PROFILE

UPDATE YOUR PROFILE ←

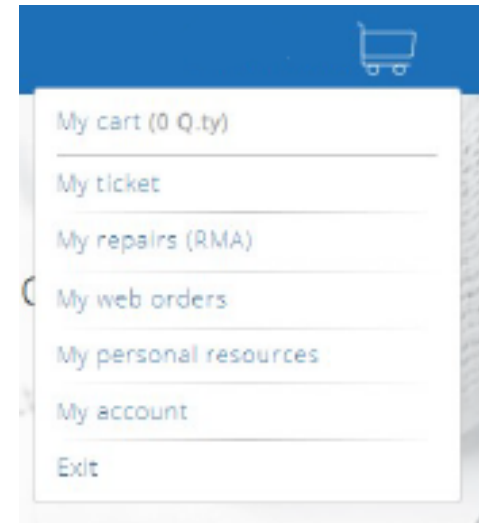
Dear **Customer**
your profile has been updated correctly.

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
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		

Showing 10 entries

Search:

< 1 2 3 4 5 ... 237 >

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

Step 1 Step 2 Step 3 Step 4
Product Summary Address Confirm

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

SERIAL NUMBER PRODUCT CODE 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