

# COMPLAINT FORM

Electronic



We ask you for any complaint, to send a digital photo including the complaint form to your customer consultant.

Contact details trader				
Company				
Contact person				
Phone / mobile		E-Mail		
Date of purchase				
Customer order number				
Delivery note number				
Customer				
First and last name				
Address				
Phone / mobile		E-Mail		
Product informations				
EAN:				
Number of affected products				
product to be complained				
	Lucia UVERO		UVERO Digitalzylinder	UVERO Digital half cylinder
	UVERO E-Lock		UVERO Turn	UVERO Keypad
	UVERO Swiss digital cylinder		UVERO E Mini design lock	UVERO Swiss Digital Half Cylinder
	UVERO Opener		PLANE0 smart to lock	UVERO TAG
	UVERO Gateway		Other	
Retrieval information				
	Do not clutch		No function	Fingerprint does not work
	Device is not recognized in the app		Handle bar does not lock	Calibration does not work
	Handle bar flashes, latch moves closed and open		Serial number is displayed as incorrect in the app	Handle bar can not be connected
	Handle bar flashes, latch moves closed and open		other (please use description)	
Problem description				

Images can be uploaded here: