# TO ACCESS INSERT YOUR CREDENTIALS

**USER NAME: CUSTOMER CODE** 

PASSWORD: THE SAME USED FOR THE ONLINE CATALOG

IF YOU DO NOT HAVE ANY CREDENTIAL YOU CAN

OR CONTACT YOUR RNB-SABO REPRESENTATIVE

REQUEST IT TO THE EMAIL ADDRESS INDICATED HERE







Login			
	Login	Login	Login

## Dear user,

to access the claim management system you need to request the login credentials by writing a mail to the following address: mail@sabo.it.



NEW CLAIM FOR DAMAGED OR DEFECTIVE ITEM

Open

NEW CLAIM FOR WRONG ORDER OR SHIPPING PROBLEM

Open

### CLAIM LIST

Date	Number	Туре	Sabo code	Product quantity	Status	User	Closing document	Report	
30/01/2019	190005	Order/shipping problem	Air springs		Inserted	Customer			Open

Identification number for the claim

Type

Date

Claim progress status

Product quantity

Sabo code

By clicking on this icon it is possible to download the detailed closing report of the claim and the closing document, if available

User

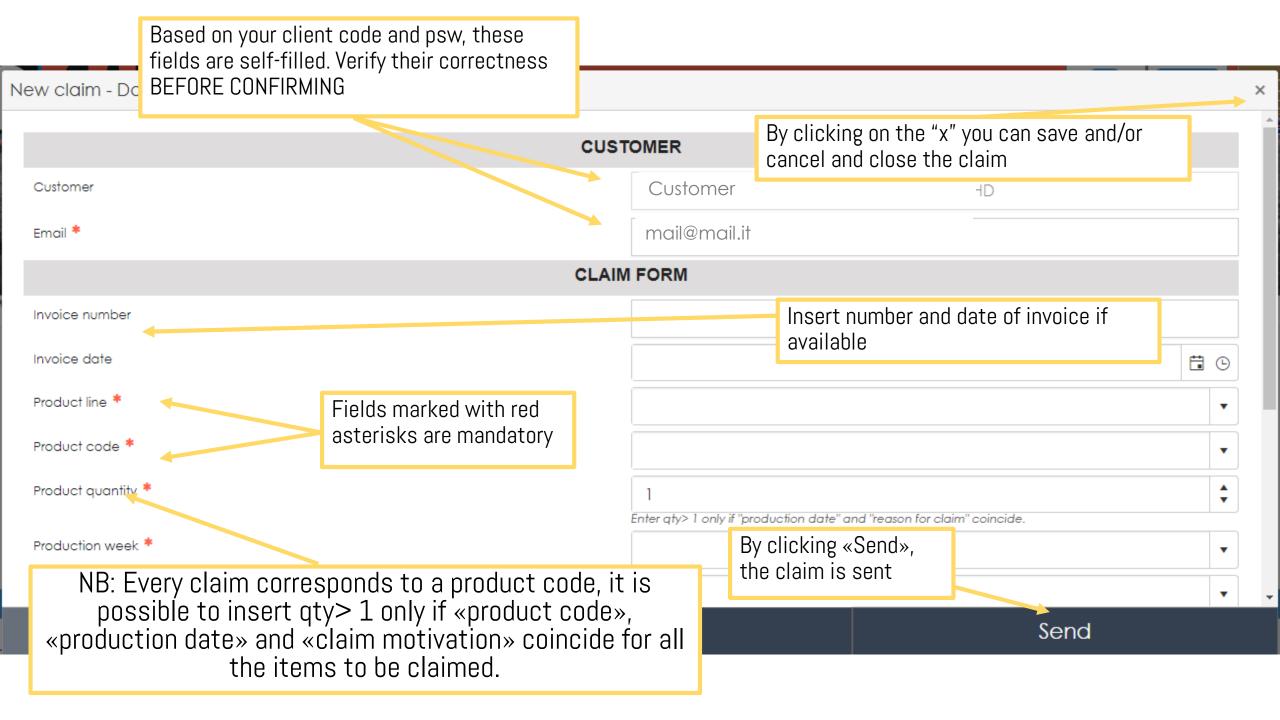
The «Open» button allows you to view the claim

Report

Closing document

# CLAIM NST

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30/01/2019	190005	Order/shipping problem	Air springs		Inserted	Customer			Open
30/01/2019	190004	Order/shipping problem	Air springs		Inserted	Customer			Open
30/01/2019	190003	Damaged/defective item	Shock Absorbers - 690342	1	Inserted	Customer			Open
30/01/2019	190002	Damaged/defective item	Air springs - SA520003	1	Acceptable under warranty	Customer	<b>\</b>	•	Open
23/11/2018	180890	Generic	Shock Absorbers - 890161B	12	Inserted	Customer			Open
02/11/2018	180831	Generic	Shock Absorbers - 895318	5	Inserted	Customer			Open



# Dear Customer, thank you for entering correctly your claim! We will reply to you briefly.

Once the claim has been entered and sent, the system will send you a confirmation e-mail with the summary data of your claim. Remember, you can always view the claim details by accessing it from the claim archive.