

Returning a Product for Repair or Replacement

Original text as published before the redesign of this article. Wording unchanged.

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If a Reduxi product isn't working as expected, contact your installer first. Do not use this form or return the product before your installer or Reduxi support has told you to.

Follow these steps in order.

1. **Contact your installer.** Describe the fault to the installer who sold and set up your system. Most issues are resolved at this stage, with no ticket or return needed.
2. **Installer escalates to Reduxi support, if needed.** If the installer cannot resolve the issue, the installer contacts Reduxi support directly and opens a ticket. You will receive the ticket number either from your installer or by email from Reduxi support.
3. **Wait for confirmation to return the product.** Only fill in this form and ship the product once your installer or Reduxi support has explicitly told you to.
4. **Fill in the return form.** Download the Product Return Form below and complete the customer, product, and fault details, including your installer's company name and your support ticket number.
5. **Send the form and ship the product.** Reply to the support ticket email at support@reduxi.zendesk.eu with the completed form attached. Please print a copy if possible and place it inside the package with the product, so it travels with the shipment as well.

Keep a copy of the completed form for your own records until the repair or replacement is confirmed.