

Clear

Under Signify New Zealand Limited, this claim is made for the repair or replacement of product in accordance with the Signify Warranty Policy.

Please fill in the form and press the submit button. If you wish to send the product images, please attach along with the mail.

On submission of the form, you will receive a ticket number which you can use as a reference for any future follow ups.

Subject*

Select your option* (must provide at least one field)

Original order details (Signify invoice Delivery number Purchase Order number)

First Name

Last Name*

Email*

Contact number*

Company Name/ Signify account number

Request type*

Product Description*

Product ID (12NC)

Number of installed products

Number of failed products

Number of available samples

Operating hours*

Application area

Part affected*

Failure description*

Additional comments (optional)

Resolution preference*

Pick up address*

Package details for collection (weight and dimension)

Return delivery address (if new product required)

End Customer/ Contractor contact details

We will organise a courier to pick up the defective product from your location and bring it to our service centre for investigation if it is required.

Please note, if after the investigation the product does not fall under warranty due to non-Signify issues, examples: overvoltage, water ingress, poor installation you will be charged for the newly ordered goods, investigation service and logistics costs.

If you wish to receive the investigation report or for further enquiries, contact 0800 452677 mentioning your ticket number.

Submit