

# Our Ordering and Delivering

## Rules of Engagement



### Supply Chain Information related to our Products & Services

You can connect to our customer portal MyLighting, providing all Supply Chain information required on our products such as availability, products status, Weight, Dimension & EAN code.



### Placing your Order

Order can be placed through MyLighting. As soon as your order is validated in our system, you will receive an order confirmation containing product reference, quantity & price. For some products (produced upon your request), we might apply a Minimum Order Quantity.

Please reach out to us, for any request of order Modification or Cancellation within 24 hours after placing the order. Our Order Management team will advise, if the changes are still feasible.



### Delivering your Order

Our standard offer includes a DDP delivery.

Please check the status of your order online on MyLighting or contact our Order Management team.



### Receiving your invoice

Invoicing will be completed sent to you by mail automatically after the shipment of our goods from our distribution center (conditions apply).



### Goods Return request

In case you would like to return products to Signify, please contact our Order Management team to get a official confirmation. Be aware that only products unused, in original packaging and in original condition will be considered, not all products can be returned.

### Standard & Value-added Services

Please consult our Order Management team for the terms & conditions



#### Express Delivery

Do you need Express service?  
We can expedite your delivery!  
(Conditions Apply)



#### Loading Equipment

Do you need specific  
(un-) loading at your site?  
Let us know.  
(Value-added service)



#### Alternative Delivery Address

Do you wish Signify to deliver  
to an alternative address?  
Please, get in touch!



#### Labelling

Do you have special labelling  
requirements? Let us know,  
how we can support!  
(Value-added service)

### Customer Claims

#### Claims upon delivery

- In case you receive goods damaged upon delivery, please notify the transport agent immediately and contact our order management team within 48 hours, to file a complaint and organize a replacement and/or return as appropriate.
- In the event we deliver you the wrong product or wrong quantity, contact our Order Management team within 48 hours, to file a complaint and organize a replacement and/or return as appropriate.
- In both cases, pictures will help to treat the request.

#### Warranty

- For warranty request, please contact our Customer Satisfaction Officer. Please keep all information related to the products such as invoice at hand. Goods Return to our premises will require a pre-agreement with Signify Customer Satisfaction Officer and a return authorization number.

<https://www.signify.com/global/conditions-of-commercial-sale>

### After-sales services

Invoice / Order number detail require to check warranty coverage along with after sales service request.

Our service engineers can be on site within 48-72 hours,. On site technical support is free of charge for products under warranty.

If the issue is not covered by warranty, then charges will apply for on site technical support. Please note an order / Invoice number is required before coming to the site.

### Get in touch



Contact Center  
**+ 92 21 3862 1298**  
Opening times: Monday-Friday, 9am - 6pm PST



Contact Form



Signify.com

