KPC Fact Sheet

Important information on the company procedures at K&P Computer.

K&P COMPUTER®
Service- und Vertriebs-GmbH

Dear Customer,

Please find enclosed important information on the company procedures at K&P Computer.

TROUBLE TICKET

1. Have customer number and serial number and machine type / model data of the faulty system ready.

2. Please state ring-back number and e-mail address for a reply.

3. Describe the existing malfunction.

4. Your fault report will be passed on to our support team or the technician assigned to you.

5. You will be contacted and the fault will be corrected as quickly as possible.

CALL TRACKING / CALL FEEDBACK

1. You can track the status of your open fault reports (calls) online.

2. Please log on at **www.kpc.de** using your **service contract number** and **e-mail address**.

3. Your opinion is important to us. Please give us a rating via Call Feedback.

HARDWARE ACCEPTANCE

1. You will be assigned a technician.

2. You will be contacted by your technician at the start of your contract.

3. An appointment for the acceptance of your systems will be arranged with you.

24 hours / 7 days
+800 44793300

Mo-Fr from 8am - 5pm
hds@kpc.de

Your contact persons:

....
Sales

....
Engineering

We look forward to a successful cooperation.

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