



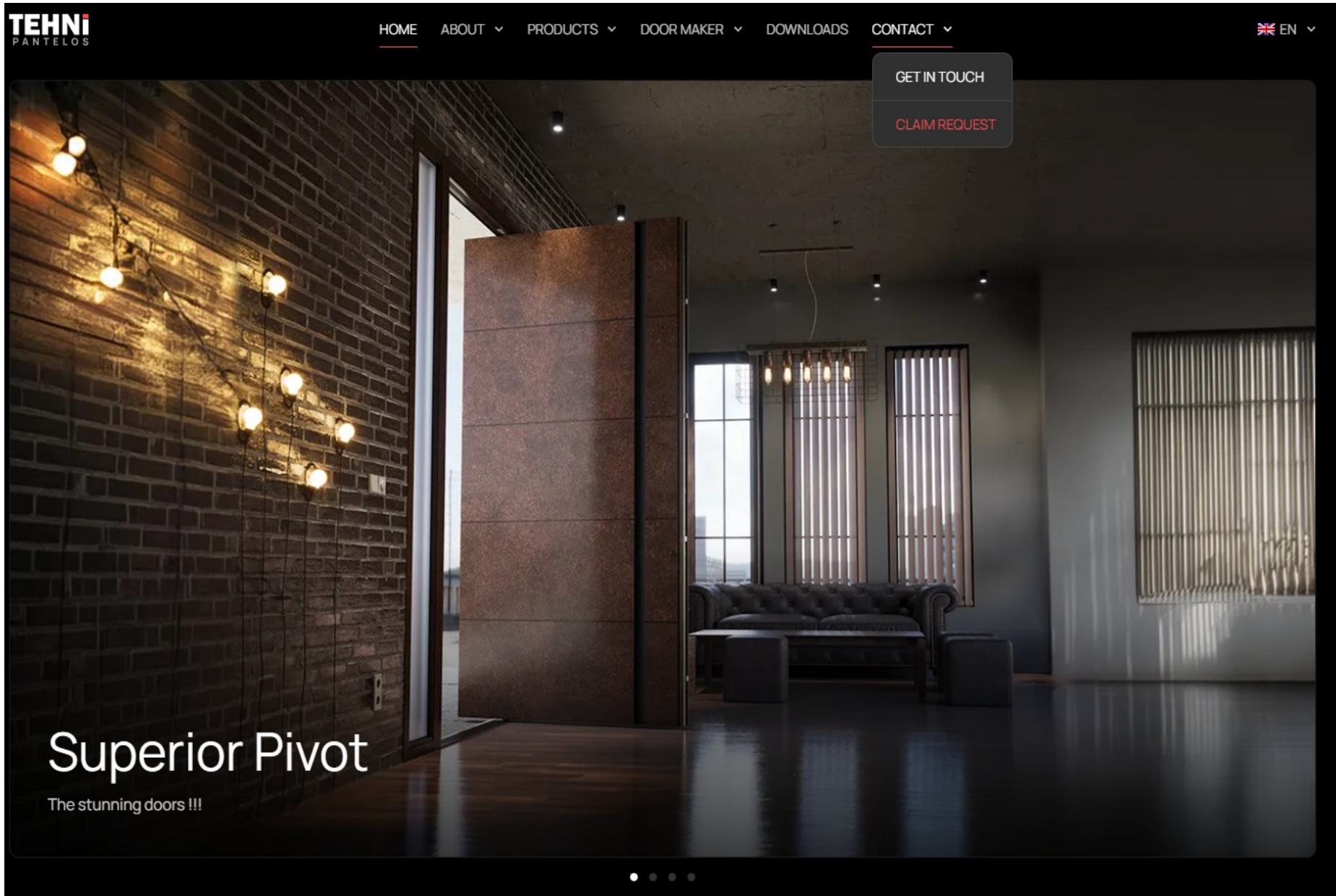
Submit a claim online.

An innovative service from **TEHNI**

[Instructions](#)

Αποστολή claim διαδικτυακά.

Selection from the home page




From the menu select **CONTACT** and then click on **CLAIM REQUEST**

Submit a claim online..

Login to the application

Claim Requests

Claims Guide 

Please sign in

☐ Remember me

Sign In

[Forgot your password?](#)

[Register now](#)

To connect you have **two** options:

1. If you are already a **mydoormaker** user, use the same password.
2. If you are a **new** user, register by following the procedure

Submit a claim online..

Login to the application

Claim Requests

Claims Guide 

Claim List

New Claim

My Profile

Logout

tehniuser

info@tehniuser.com



Name

Please insert your name

tehniuser

Save Changes

Logout


The **first** time you enter the application you need to **check** if your email is correct.

If you find that there is an error, please **let us know** at mail@pantelos.gr

Submit a claim online..


Starting page

Claim Requests

Claims Guide 

Ticket List New Ticket My Profile

Logout

 Search...

Filter

All ▼

Sort By

Date Updated ▼

DESC ▼

Apply

Reset

List Actions ▼

Claim ID

Status

Where the issue was detected

Date Created

Date Updated

No tickets found!

On the top left of the starting page there are three options:

Ticket list: here you can see any other requests you have submitted

New ticket: here you can enter a new request

My profile: procedures related to the user's details

Entering a new request

To submit a NEW claim we start (1) with a brief description of the problem. Then (2) we enter an identification code which can be the CE number or the Order number or the ID or the Reference number of the door. Finally (3) we enter the date of the door receipt.

Submit a claim online..

Entering a new request

[Ticket List](#) [New Ticket](#) [My Profile](#) [Logout](#)

Subject

Order Identification Code *

Date of product receipt *

Where the issue was detected * **4**

Please select a subject

1. Upon receipt of the pallet from the transport company

2. After pickup from the truck and before installation

3. Issue detected after installation (problem with door operation)

Describe precisely what your request is *

Describe

☐ I agree to the [Privacy Policy](#).

Submit

Reset Form

Next, in field (4) the application gives us three options to determine where the problem is located

1. Upon receipt of the pallet from the shipping company
2. After receipt from the truck and before installation
3. After installation (a problem with door operation)

Submit a claim online..

Entering a new request

1. Receipt of Pallet

[Ticket List](#) [New Ticket](#) [My Profile](#) [Logout](#)

Subject

Short description of your issue

Order Identification Code *

Please type the door's CE number or Order Number or ID or Reference

Date of product receipt *

Please select your receival date

Where the issue was detected *

1. Upon receipt of the pallet from the transport company

Follow the procedure

1. Sign on the courier's form (CMR) in the appropriate field that you received the product damaged because the pallet had a visible bump.
ATTENTION: The insurance company requires that the insurer clearly describe the type of damage, e.g., dent, scratch, broken pallet, broken glass, etc.

2. Photograph the CMR form and the pallet both whole and focusing on the areas where it is damaged and send them to us (use the fields below)

Photo of the courier CMR

Επιλογή αρχείου Δεν έχει επιλεγεί αρχείο

Photo of the whole transport pallet

Επιλογή αρχείου Δεν έχει επιλεγεί αρχείο

Photo from the spot where the pallet is damaged

Επιλέξτε αρχείο Δεν έχει επιλεγεί αρχείο

Description

Describe in detail the problem you are facing

B **I** **U** **“**

Describe precisely what your request is *

Describe

☐ I agree to the [Privacy Policy](#).

Submit

Reset Form

In the **first** case: **Upon receipt of the pallet from the transport company**

Read the instructions carefully and attach the requested photos as described in the respective fields.

Submit a claim online..

Entering a new request

1. Receipt of Pallet

Description

Describe in detail the problem you are facing

B I U “ ☰ ☶ ☷ ☸ ☹ ☺ ☻ ☼ ☽ ☿ ⚔ 🔗 🖼️

Describe precisely what your request is *

Describe

☐ I agree to the Privacy Policy.

Submit

Reset Form

You can then add any information you find useful in the free field "Description" (5) and in the last field (6) you must **clearly describe your request**, what exactly you are asking for.

Once you have completed the entry, click "**Submit**" to send the request.

Submit a claim online..

Entering a new request

2. After receipt / before installation

[Ticket List](#) [New Ticket](#) [My Profile](#) [Logout](#)

Subject

Short description of your issue

Order Identification Code *

Please type the door's CE number or Order Number or ID or Reference

Date of product receipt *

Please select your receival date

Where the issue was detected *

2. After pickup from the truck and before installation

If more than 30 working days have passed since you received your product, according to the claim management guide, your request is overdue.
For further questions or assistance, please contact your agent or salesman.

First photo focused on the issue

Επιλογή αρχείου Δεν έχει επιλεγεί αρχείο

Second photo focused on the issue, from different angle

Επιλογή αρχείου Δεν έχει επιλεγεί αρχείο

Photo from a 1m distance

Επιλογή αρχείου Δεν έχει επιλεγεί αρχείο

Is the door unpacked from the pallet? *

☐ Yes

☐ No

The better the photos, the faster the problem will be solved (Maximum file size 10mb)

⚠ Surface treatment inspection must be conducted prior to door installation.
Any Claim Requests regarding marks or scratches on the door's surface will NOT be accepted after installation.

In the **second** case : **After pick-up from the truck and before installation**

Read the instructions carefully and **attach** the requested photos as requested in the respective fields.

Submit a claim online..

Entering a new request

2. After receipt / before installation

Description **5**

Describe in detail the problem you are facing

B*I*U**“**

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Describe precisely what your request is * **6**

Describe

☐ I agree to the [Privacy Policy](#).

Submit

Reset Form

You can then add any information you find useful in the free field "Description" (5) and in the last field (6) you must **clearly describe your request**, what exactly you are asking for.

Once you have completed the entry, click "**Submit**" to send the request.

Submit a claim online..

Entering a new request

3.Problem after installation

[Ticket List](#) [New Ticket](#) [My Profile](#) [Logout](#)

Subject

Short description of your issue

Order Identification Code *


Please type the door's CE number or Order Number or ID or Reference

Date of product receipt *

Please select your receival date

Where the issue was detected *

3. Issue detected after installation (problem with door operation)

Door issues * 

Please select the issue

a) Deformation - frame or surface distortion (bimetallic effect)

b) Door malfunction (lock, hinges, rollers, etc.)

c) Issues with the glass (breakage, moisture, etc.)

d) Issues with handles or other components

e) Different problem. Describe below in detail

Describe precisely what your request is *

Describe

☐ I agree to the [Privacy Policy](#).

Submit

Reset Form

In the **third** case : Issue detected after installation (problem with the door operation)
First of all, select from the **"Door Issues"** section, the one that describes your problem.
Then read the instructions carefully and attach the requested photos as requested in the corresponding fields.

Submit a claim online..

Entering a new request

3.Problem after installation

Description

Describe in detail the problem you are facing

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Describe precisely what your request is *

Describe

☐ I agree to the Privacy Policy.

Submit

Reset Form

You can then add any information you find useful in the free field "Description" (5) and in the last field (6) you must **clearly describe your request**, what exactly you are asking for.

Once you have completed the entry, click "**Submit**" to send the request.

Monitoring the progress of claims

Claim Requests

[Claims Guide](#)[Claim List](#) [New Claim](#) [My Profile](#)[Logout](#)

Filter

All

Sort By

Date Updated

DESC

Apply

Reset

List Actions

Claim ID	Status	Where the issue was detected	Date Created	Date Updated
#41	Open	1. Upon receipt of the pallet from the transport company	2024-10-30 14:50:40	2024-10-30 14:50:40
#37	Closed	1. Upon receipt of the pallet from the transport company	2024-10-15 13:30:09	2024-10-15 13:30:09

You can have a complete overview and history of the progress of your requests and will be informed of any changes.



Do not forget

The more accurate information you send us
the faster your problem will be solved !