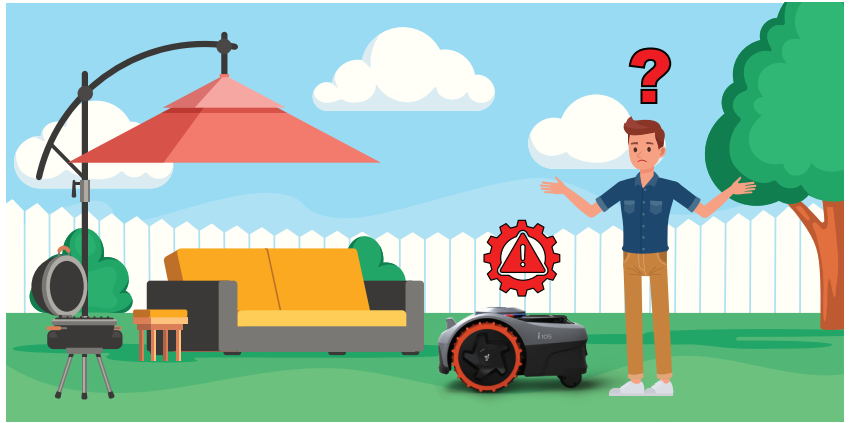
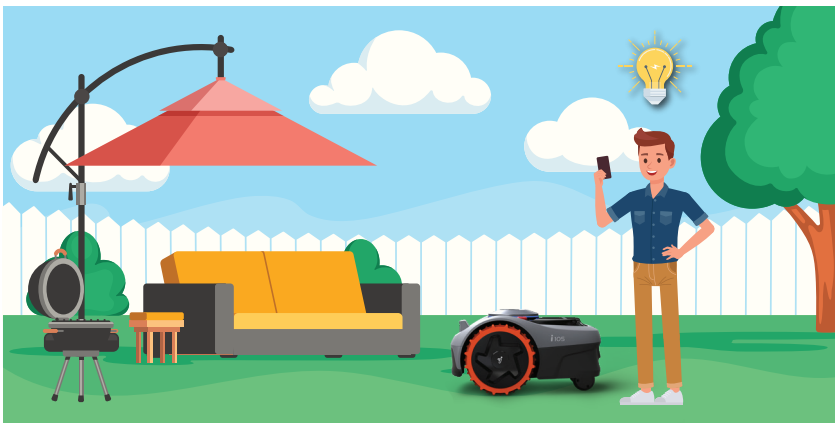




1.
You discover that your lawn mower does not function as expected.

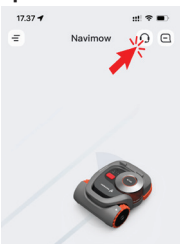


There are several ways, a customer can contact the Navimow Service Center.

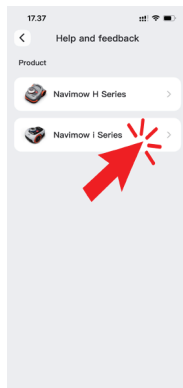


2.
You are able to chat with the support team via the app on your phone.

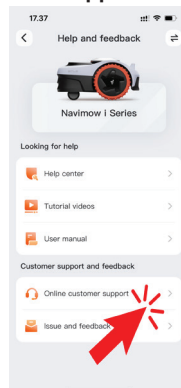
Open the app on your phone and press this icon.



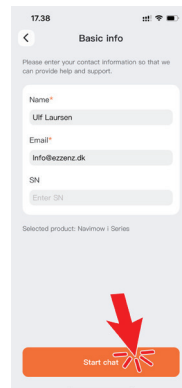
Choose your lawn mower Navimow i-Series



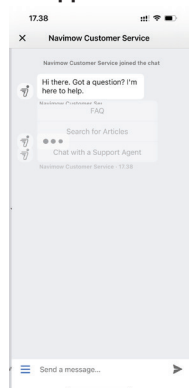
Choose online customer support



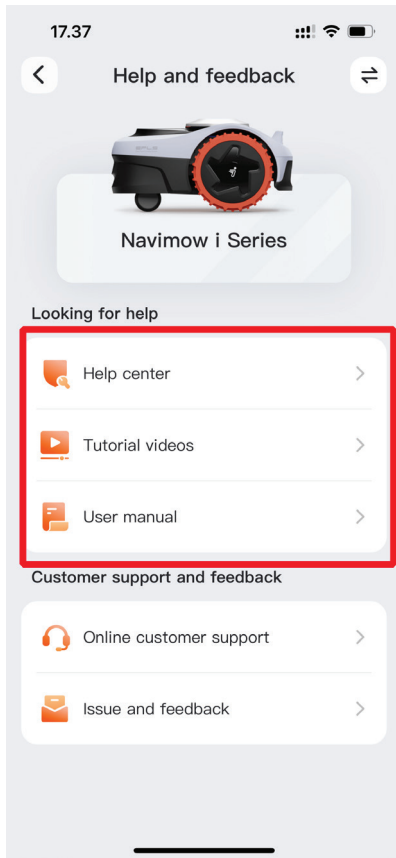
Input your Basic info and press Start chat



Afterwards you can start the support-chat



The support agent will try and help you out with the problem, but in case this is not possible, the agent will initiate a repair case, and let you know how to move forward to get your lawn mower repaired.



Inside the app you have the “help center” where you have several articles, to help you with the trouble shooting of the issue.

There is also a link to “Tutorial videos”, which will show you how to operate your lawn mower.

Lastly you can find a link to the user manual of your Navimow inside the “help center”.



You also have the possibility to report the issue with your Navimow via email directly to the Navimow Service center on this email: support-navimow@rlm.segway.com

4.



If a customer chooses to bring the Navimow to your shop for repair, you can initiate the repair process for them.

You can choose to email the support of Navimow, or you can create a service ticket directly in the online system of the service center:

<https://retailrepair.serviceweb.dk/>

Prior to making your first ticket, you need to email peter@retailsupport.dk for registration. Please look at the document “Navimow_ServiceRegistration.pdf” for further instructions.

After completion of service, the repaired Navimow is returned to the customer.



Useful information:

Bostons website:

boston.dk · boston.se · boston.no · boston.fi

Navimow website:

<https://navimow.segway.com>

Navimows Support email-adresse:

support-navimow@rlm.segway.com

Boston RMA email-adresse:

rma@boston.dk

Create support-ticket online:

<https://retailrepair.serviceweb.dk/>