

MyFesto : Warranty & complaints via Customer Service

Manual: send product for examination by UPS

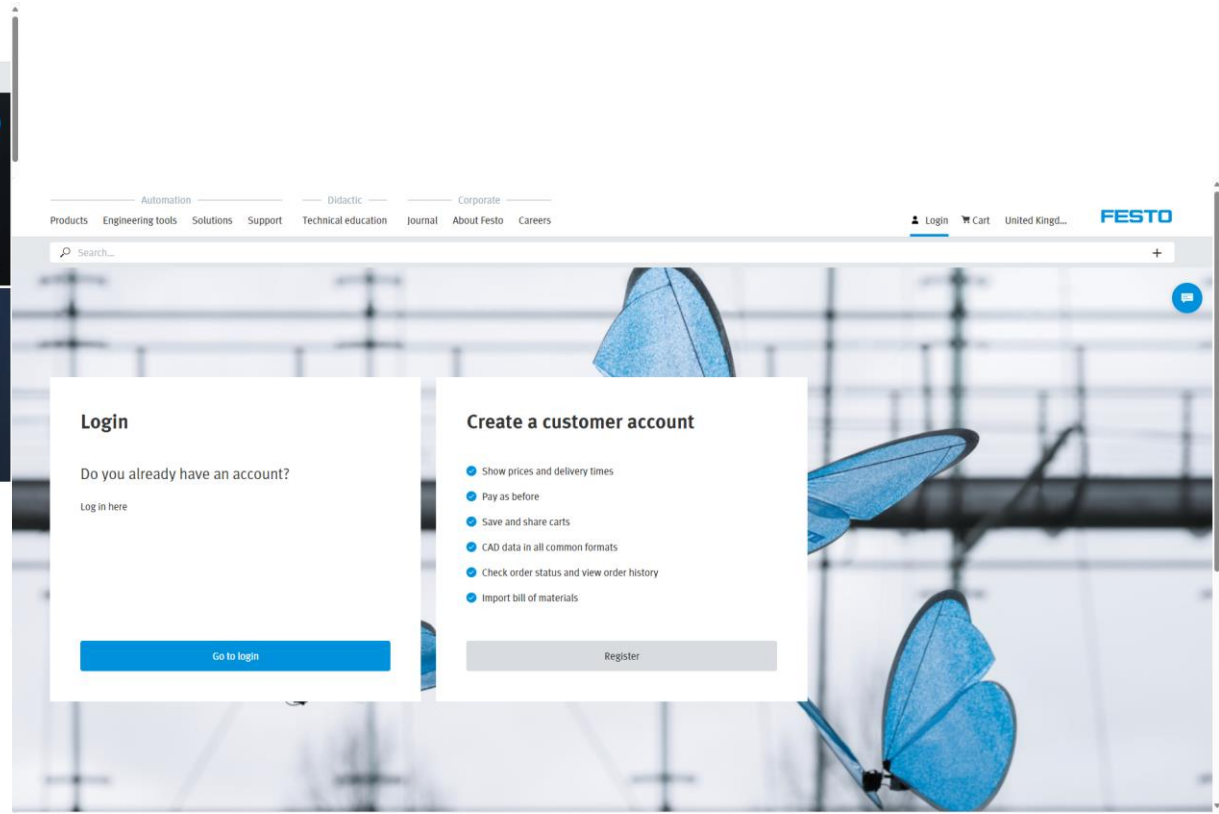
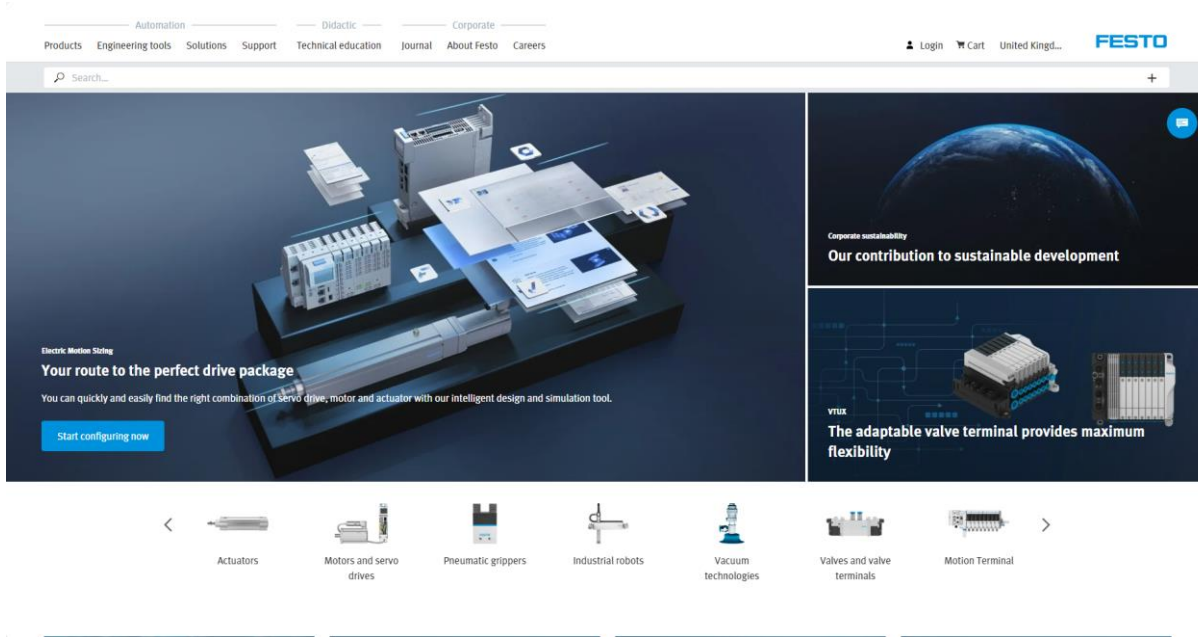
If you have a technical complaint and the product needs to be sent for examination from this portal, you will receive an email from us with further instructions.

Please note that this email may end up in your spam filter or junk mail.

Please refer to the manual for more details or contact us if you need assistance.

The screenshot displays the MyFesto user interface. At the top, there is a navigation bar with categories: Automation, Didactic, and Corporate. Below this, a search bar and a welcome message "Welcome back Harro Jansen" are visible. The main dashboard area contains several tiles: "Login & Security", "Saved carts", "Order history", "Quotes", "Customer Service" (highlighted with a red box), "Devices", "Projects", and "Company data". The "Customer Service" tile includes the text "Warranty and complaint requests". Below the main tiles, there are sections for "Engineering tools" and "Applications". The "Engineering tools" section lists "Pneumatic sizing", "Electric Motion Sizing", "Pneumatic simulation", "Handling Guide Online", and "Gripper selection". The "Applications" section includes a link to "Show all applications". The "Spare parts catalogue" section includes a link to "To the spare parts catalogue".

You can log in to your account via our website



Select the menu option for an overview of all complaints

MyFesto : Warranty & complaints via Customer Service

The screenshot shows the MyFesto user dashboard for Harro Jansen. The navigation bar includes links for Automation, Didactic, and Corporate, along with a search bar and user account options. The main dashboard area contains several menu items: Login&Security, Saved carts, Order history, Quotes, Customer Service (highlighted with a red border), Devices, Projects, and Company data. Below these are sections for Engineering tools and Applications, each with a 'Show all' link.

Automation | Didactic | Corporate

Products Engineering tools Solutions Support Technical education Journal About Festo Careers

MyFesto Cart United Kingd... FESTO

Search...

Welcome back Harro Jansen Logout

- Login&Security**
Login settings and personal data
- Saved carts**
Manage item lists
- Order history**
Order tracking and reordering
- Quotes**
Quote tracking and ordering
- Customer Service**
Warranty and complaint requests
- Devices**
Overview and registration of personal devices
- Projects**
Manage Festo components in projects
- Company data**
Information about your company

Engineering tools

- Pneumatic sizing
- Electric Motion Sizing
- Pneumatic simulation
- Handling Guide Online
- Gripper selection

Show all engineering tools

Applications

Discover a selection of sample applications with Festo components

Show all applications

Spare parts catalogue

Spare parts catalogue with additional information on discontinued products

To the spare parts catalogue

Create a UPS label if the product needs to be sent for examination

Select your correct complaint via your overview of requests

The screenshot shows the Festo MyFesto portal interface. At the top, there is a navigation menu with categories: Automation, Didactic, and Company. Below this, a secondary menu lists: Products, Engineering Tools, Solutions, Support, Technical training, News, About Festo, and Career. On the right side of the header, there are links for 'MyFesto', 'Shopping basket', and 'Netherlands', along with the Festo logo.

A search bar is located below the navigation. The main content area displays a table of requests:

Product	Complaint Type	Reference Number	Description	Date	Status	Action
NL100	Guarantee	8184790	Motion Terminal VTEM-S1-27-E1-B1-Q10L-U-Q6-8C-BMA-8PD50E-F36GQS-P-I	04.10.2024	Application submitted	▼
NL300	Guarantee	539161	Solenoid valve VSVA-B-P53E-ZD-A1-1T1L	03.10.2024	Application closed	▲
NL100	Guarantee	23564879		02.10.2024	Analysis started	▼
NL100	Guarantee	23553328		02.10.2024	Analysis started	▼
NL100	Guarantee	23480077		01.10.2024	Analysis started	▼
NL100	Guarantee	23483957		30.09.2024	Application submitted	▼

The detailed view for the Solenoid valve complaint (NL300) is expanded, showing the following information:

- Solenoid valve**
VSVA-B-P53E-ZD-A1-1T1L
539161
- Customer Reference Number**
.
- Number**
4
- Description of complaints**
(Empty field)
- Attachments**
No attachments
- Create a shipping label**
In order to be able to assess the complaint correctly, Festo needs the material. Send us the material.
[Create a shipping label](#)
For special shipping arrangements, please contact Festo. 🗨️

At the bottom of the page, there are navigation controls: 'See the product' and 'View order' buttons, and a pagination indicator '1 2 3 >'. A scroll bar is visible on the right side of the page.

Create a UPS label if the product needs to be sent for examination

Fill in the package details

Complaint number: NL3000009621



Create shipping label(s)

- 1** Mission
Add one or more packages
- 2 Sender
- 3 Address
- 4 Pick-up date and time
- 5 Summary
- 6 Successful!

An individual shipping label is created for each package that can be saved and printed in the final step.

Package No. 1

Weight*
_____ Kg

Length* Width* Height*
_____ Cm _____ Cm _____ Cm

Add

General limitations:

- Maximum weight: 30 kg

Next step

Create a UPS label if the product needs to be sent for examination

A 2nd package can be added if necessary

Complaint number: NL300009621



Create shipping label(s)

- 1** Mission
Add one or more packages
- 2 Sender
- 3 Address
- 4 Pick-up date and time
- 5 Summary
- 6 Successfull

An individual shipping label is created for each package that can be saved and printed in the final step.

Package No. 1 1 kg
50 x 50 x 50 cm
[Edit](#) [Remove](#)

[+ Add another package](#)

Description (max. 2 words / 35 characters)*

Geef de waarde aan

Next step

Create a UPS label if the product needs to be sent for examination

Indicate description of the shipment

Complaint number: NL300009621



Create shipping label(s)

- 1** Mission
Add one or more packages
- 2 Sender
- 3 Address
- 4 Pick-up date and time
- 5 Summary
- 6 Successful!

An individual shipping label is created for each package that can be saved and printed in the final step.

Package No. 1 1 kg
50 x 50 x 50 cm
[Edit](#) [Remove](#)

[+ Add another package](#)

Description (max. 2 words / 35 characters)*

Testsample

Next step

Create a UPS label if the product needs to be sent for examination

Fill in your own contact details

Complaint number: NL300009621



Create shipping label(s)

Maak verzendlabel(s)

1 Mission

2 Sender

Fill in sender details

3 Address

4 Pick-up date and time

5 Summary

6 Successfull

Full name*

Harro Jansen

Telephone number*

For shipping fulfillment only

E-mail address*

harro.jansen@festo.com

For shipping processing only

Use this data for retrieval as well

If you uncheck the box, you can once again provide the name/telephone number/email for the contact person upon collection.

Previous step

Next step

Create a UPS label if the product needs to be sent for examination

Enter the collection address (default the address linked to the account)

Complaint number: NL300009621



Create shipping label(s)

✓ Mission

✓ Sender

3 Address

Enter the pickup address

4 Pick-up date and time

5 Summary

6 Successful

Maak verzendlabel(s)

Company name*

Street and house number*

Zip code*

City/city*

Land*

NL

Additional information for shipment pickup (optional)

Note to the courier (department, building, etc.)

Maximum 11 characters

Previous step

Next step

Create a UPS label if the product needs to be sent for examination

Choose a suitable date for collection yourself

Complaint number: NL300009621



Create shipping label(s)

- ✓ Mission
- ✓ Sender
- ✓ Address
- 4 Pick-up date and time
- 5 Summary
- 6 Successful!

Choose a pick-up date

10.10.2024



Pick-up times are not guaranteed. Depending on the volume, the desired pick-up time can be postponed. If you can't meet the driver, don't forget to cancel or reschedule the pickup with UPS

Choose a convenient date for pick-up

Previous step

Next step

Create a UPS label if the product needs to be sent for examination

Check your data

Complaint number: NL3000009621

Create shipping label(s)

<ul style="list-style-type: none"> ✓ Mission ✓ Sender ✓ Address ✓ Pick-up date and time 5 Summary 6 Successful! 	<p>Check the details for accuracy</p>	<p>Package No. 1 1 kg 50 x 50 x 50 cm Edit</p> <p>Description (max. 2 words / 35 characters) Test sample Edit</p> <p>Sender Edit</p> <p>Address Edit</p> <p>Pick-up date and time 10.10.2024 Edit</p> <p>Complaint number NL3000</p> <p>Customer order number</p>
--	---------------------------------------	--

Create a UPS label if the product needs to be sent for examination

View, save and/or print your shipping label

Complaint number: NL3000009621



Create shipping label(s)

- ✓ Mission
- ✓ Sender
- ✓ Address
- ✓ Pick-up date and time
- ✓ Summary
- 6** Successful!

Shipping label ready to print

Be sure to store the generated labels locally or print them now. You may not be able to access these labels later.

[View & Print](#)

UPS Electronic Return Label

- 1. Check that there are no other shipping labels on the packaging.**
- 2. Fold the printed label along the dotted line at the top. Place the label on the shipping packaging.**
Stick the label on the UPS shipping bag. If you don't have a bag, attach the folded label with transparent tape over the entire label. Be careful not to cover any seams or fasteners.
- 3. Takeaway**
Have the shipment ready for the carrier. Pick-up times between 08:00 and 17:00.

Package No. 1 1 kg
50 x 50 x 50 cm

Ready

Create a UPS label if the product needs to be sent for examination

Your shipping label is ready (can be printed on A5/A4 format)

SHIP TO: RETURNS 48 22 711 4100 FESTO SP. Z O.O. JANKI/ UL. MSZCZONOWSKA 7 05090 RASZYN POLAND		1 KG 1 OF 1 SHP#: 1W41 3EVK BRF SHP WT: 1 KG DATE: 09 OCT 2024 DWT: 50,50,50
	POL 036 9-00 	
UPS STANDARD TRACKING #: 1Z 1W4 13E 91 9811 2643		
		
BILLING: F/C RECEIVER 1W413E DESC: Testsample RETURN SERVICE - PAYMENT GUARANTEED		RS
Reference No.1: NL300009621		
<small>XOL 24.09.22 NV45 41.0A 10/2024*</small>		

Create a UPS label if the product needs to be sent for examination

Warning: don't forget to OR save OR print - Later access is no longer possible


The screenshot shows a web interface for creating a shipping label. At the top left, it displays 'Complaint number: NL3000009621'. The main heading is 'Create shipping label(s)'. On the left side, there is a vertical progress bar with steps: Mission, Sender, Address, Pick-up date and time, Summary, and Successfull (highlighted with a '6'). Below the progress bar, it says 'Shipping label ready to print'. In the center, there is a 'View & Print' button. A white warning dialog box is overlaid on the screen with the following text: 'Warning Save or print your shipping label. Be sure to save the generated labels or print them now. Access to these labels will no longer be possible later.' The dialog box has two buttons: 'Already saved /printed' and 'View and print the labels'. At the bottom right of the interface, there is a 'Ready' button. The background is dark grey.

Create a UPS label if the product needs to be sent for examination

UPS will collect the package on the desired date



Thanks for your attention

Check out [our FAQ](#)  or [our FAQ](#)  on the website for more questions and answers - Scroll down to start the FAQ.

