

## Support for partners

Technical support and complaint processing is available via Turrís technical support system.

How to create a partner request for technical support

1. Create a request by sending an e-mail to [partner-support@turrís.cz](mailto:partner-support@turrís.cz)
2. Describe shortly your problem with the device in two to three words in the subject.
3. Don't forget to include the device type, serial number and accessories to the text of the e-mail.
4. If possible, please send us also your logs/diagnostics from the device (you can find them in the user interface of Foris/reForis) in the attachment of the e-mail.  
<https://docs.turrís.cz/basics/support/#getting-logs>.
5. Send an e-mail with information about the case, questions and other attachments to [partner-support@turrís.cz](mailto:partner-support@turrís.cz).
6. Sending your e-mail automatically creates a request for technical support, which is assigned by a case number. This number also serves as a complaint number eg #RMA111111.
7. Our technical support will find out from the information whether it is a HW or a user settings fault.
8. In case of a HW defect, the support will ask you to send the defective device with the complaint.

### Defective device – how to make a complaint

1. Send an e-mail to [partner-support@turrís.cz](mailto:partner-support@turrís.cz)
2. In the subject of the e-mail, state „ Name of the seller – complaint – type of the device“.
3. Attach a copy of the proof of purchase or invoice.
4. In the content of the e-mail, describe the defect of the goods and specify which form of complaint handling you prefer (exchange / refund / repair).
5. Send the package with a carefully packed device and accessories to: Turrís Support and RMA number (eg #RMA111111), CZ.NIC, Milešovská 1136/5, 130 00 Praha 3, Czech Republic. Insure the shipment for transport according to the actual value of the device.

## **Complaints proceeding**

You will be informed about the receiving of the shipment and state of the complaint by e-mail communication.

After the complaint is closed, you will receive a revision device report and a report of the state and proceeding of your complaint.

After revision and repair, we usually send the router to the address of the partner's contact person but you can request to change the address.

## **General questions**

In case of general or technical questions, you can contact our technical support also via the e-mail address [info@turriscz](mailto:info@turriscz).

## **Useful documentation links**

Link for end customers – How to report technical problems:  
<https://docs.turriscz/basics/support/>

Common issues: [https://docs.turriscz/basics/common\\_errors/](https://docs.turriscz/basics/common_errors/)

Before sending the device for a complaint, try to revive the device by returning it to the factory settings.

Warning: Before doing this save the diagnostic logs because running this mode will overwrite them.

Instructions: Rescue modes for Turrisc Omnia:  
[https://docs.turriscz/hw/omnia/rescue\\_modes/](https://docs.turriscz/hw/omnia/rescue_modes/)

Instructions: Rescue modes for Turrisc MOX and Shield:  
[https://docs.turriscz/hw/mox/rescue\\_modes/](https://docs.turriscz/hw/mox/rescue_modes/)