



princeTM

**AFTER SALES
PROCEDURE**

2025



New system!

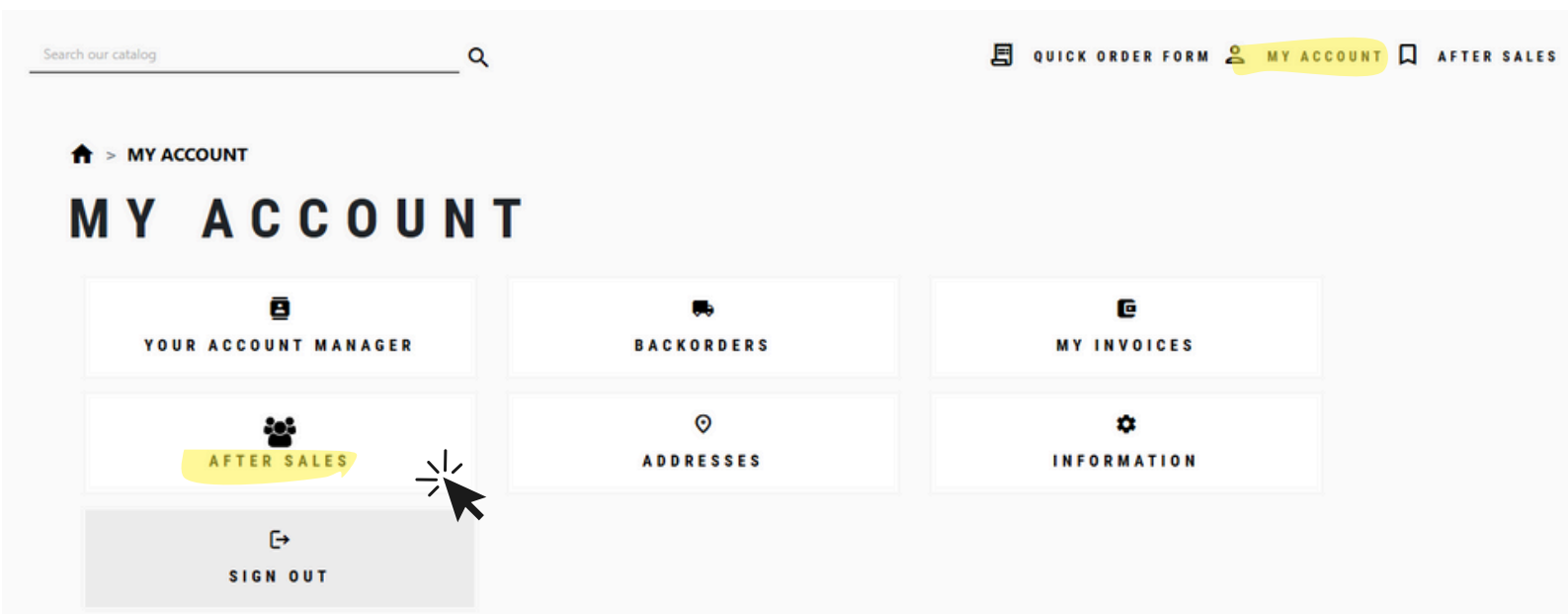
From now on, all after-sales service requests must be made exclusively via your B2B account.

We can no longer accept new requests by e-mail.

Naturally, we will continue to process your current requests using the old system.


Here are the different stages, as well as the essential information we need to process your request as quickly as possible.

1. Log in to your B2B space.
2. Go to **"My account"**



3. Click on **"AFTER SALES"** to make a new request

4. Click on **"SUBMIT NEW TICKET"**



GROUPUE
MAGELLAN

Search our catalog

QUICK ORDER FORM MY ACCOUNT AFTER SALES MY CART (0)

AFTER SALES 0

Ticket ID Message Date Etat Statut Action

From To Search

SUBMIT NEW TICKET

Product

← 5. Enter the item #

Name *

Email *

Name Of The End Customer *

6. Enter the **name of your customer**

Date Of Purchase By End Customer *

7. Enter the **purchase date** of your customer

Subject *

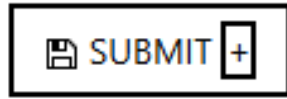
Description Of Fault *

8. Explain the problem

9. Add your file.

File *

⚠ Check the format of your file against the product.



10. **Send** your request



You have submitted a ticket successfully.

[View ticket](#)



11. This message must be displayed for your request to be registered.

**Well done, your after-sales service request
is now complete!
We'll get back to you as soon as possible.**



Preamble



You must provide the **product reference**, the **name of the end customer**, the **date of purchase by the end customer**, and an **explanation of the problem encountered**.



Without compliance with all elements and each step, no request can be successfully processed.



By default, if the after-sales service has been accepted and we have stock of the reference of the complaint, a new product will be sent to you. A credit note will only be issued if we are out of stock.

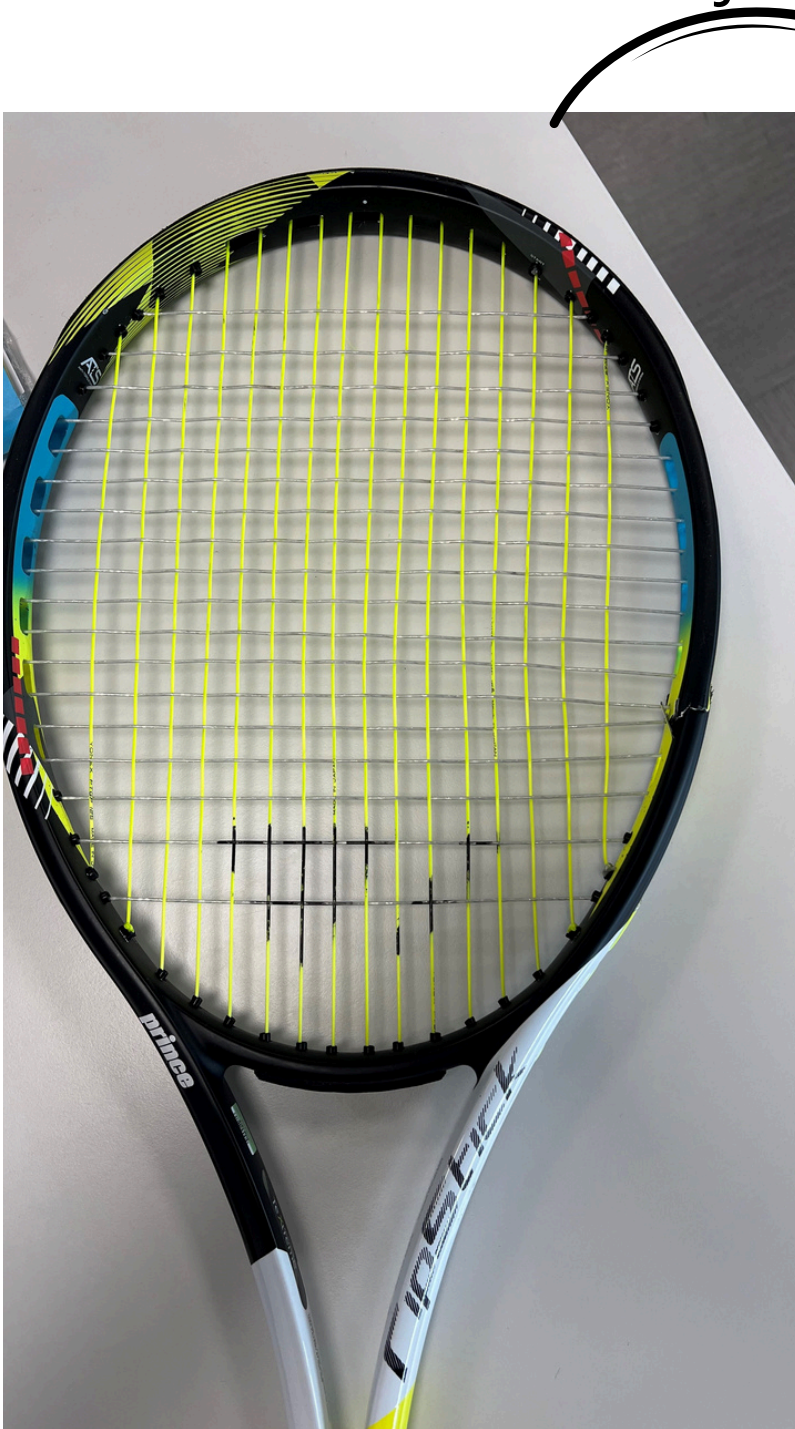


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RACKETS



Send a photo of the **entire frame** + a photo of the **visible problem**.
PNG or JPEG format.



BAGS



Send a photo of the **entire bag** + a photo showing the **problem in close-up**.
PNG or JPEG format.



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