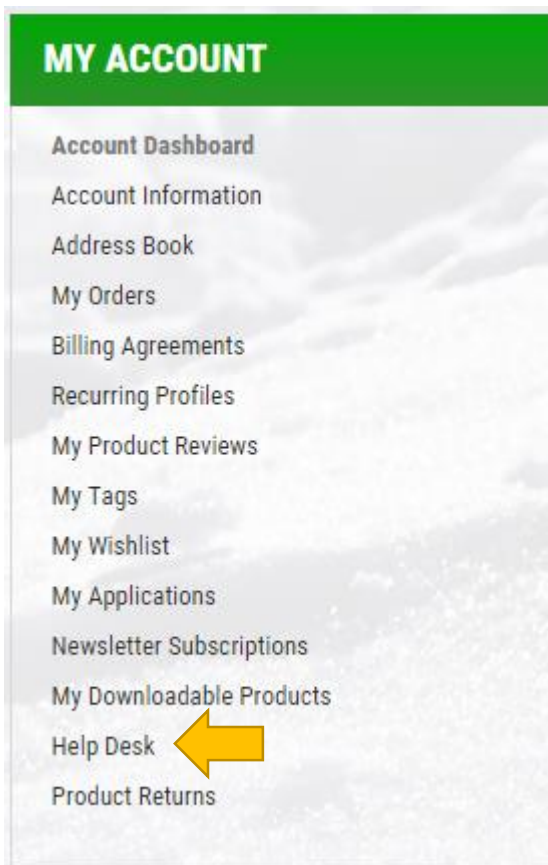


If you would like to cancel an order or exchange a product, please follow the steps:

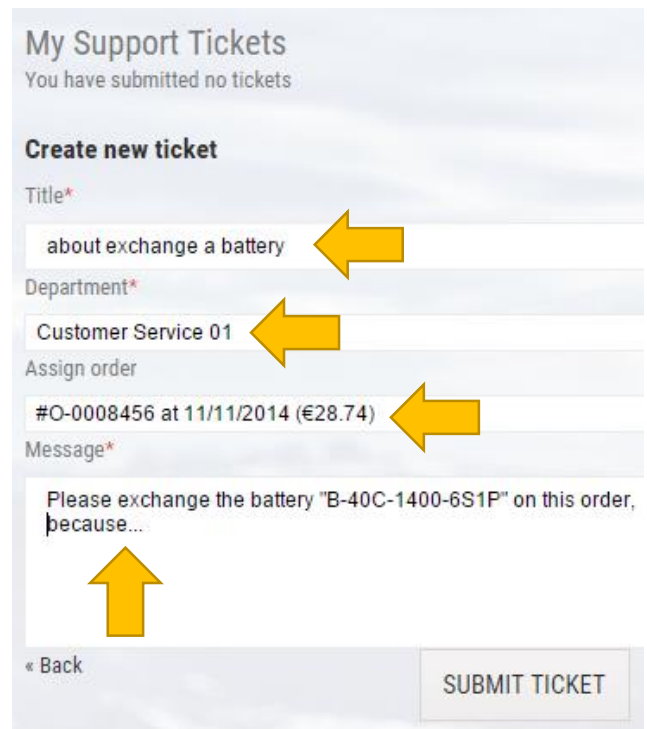
1. Please login into your account



2. Click the link "Help Desk" on the left menu



3. Please fill in the form and submit



The image shows a 'My Support Tickets' form. The title is 'My Support Tickets' with the subtitle 'You have submitted no tickets'. Below the title is a section 'Create new ticket' with the following fields: 'Title\*' (containing 'about exchange a battery'), 'Department\*' (containing 'Customer Service 01'), 'Assign order' (containing '#O-0008456 at 11/11/2014 (€28.74)'), and 'Message\*' (containing 'Please exchange the battery "B-40C-1400-6S1P" on this order, because...'). A yellow arrow points to each of these fields. At the bottom, there is a '« Back' button and a 'SUBMIT TICKET' button.

4. You'll receive a confirmation email and please find the status of your "Ticket" on the "Help Desk" page directly.

## My Support Tickets

1 Item(s) Show 10 ▼ per page

ID	Department	Title	Replies	Status
JSI-85878	Customer Service 01	about exchange a ba...	0	Open

1 Item(s) Show 10 ▼ per page

5. If you have any more suggestions you can contact the help desk directly through the ticket center.

### [#JSI-85878] ABOUT EXCHANGE A BATTERY

**TICKET INFORMATION**

Department: Customer Service 01 Status: Waiting for customer  
Order: #O-0008456

Post a reply

Reply\*

CLOSE TICKET SUBMIT

« Back to My Support Tickets

Customer Service 01 | 27/02/2015 10:43 Quote

---

We will replace a new battery for you.

Jie Xu | 27/02/2015 10:09

---

Please exchange the battery "B-40C-1400-6S1P" on this order, because