

CUSTOMER CARE

HOW TO ACCESS OUR CUSTOMER PORTAL

1

Click on the link in the email we sent to you. Create a password and login to our customer portal which is run by Clixifix.



2

When you login, you will view your home dashboard. To report a problem, click 'New Ticket' and fill in the body with as much detail as possible. If you are able please submit an image or video, which will help our team assess the issue.

3

Our customer care team will receive a notification that you have raised a ticket and will communicate with you via Clixifix. You can follow the progress of every ticket including any appointments.

4

For more detailed information about using Clixifix, please refer to the documents stored on the customer portal. If you have any problems using the Clixifix system please follow this link: help.clixifix.com/support/home. If you are unable to create an account please contact our customer care team on 01494 683800.