Sage Support & Service Summary (Benelux Region)

Sage provides direct support to all consumers in the Benelux regions. Our dedicated support team are available via phone (Monday – Friday 9am-5pm CET) and through our website. These knowledgeable product experts can resolve most inquiries with simple troubleshooting. In the event an item requires repair within the warranty period, we'll coordinate a timely repair, replacement or dispatch the necessary parts directly to the customer at no cost. For consumers that have enjoyed their Sage products past the included warranty period, we continue to offer complimentary support and troubleshooting in addition to reasonably priced factory service if necessary.

For consumers seeking support please follow these instructions:
   Note: You may be asked to provide a proof of purchase receipt to verify ownership and coverage.

1. Make a note of the model number and batch code of the product. These numbers can be found on the rating label which is usually located on the back or bottom of the unit. (Batch codes are 4 digits long and are usually embossed or stamped into the rating label).

2. Contact the appropriate Sage support centre:
   Netherlands: 0800 0201741
   Belgium: 0800 54155
   Luxembourg: 0280 088072

3. If the product or any of the parts are eligible for replacement or service under the warranty, Sage will provide a pre-paid shipping label by e-mail, so that you can return the product to Sage free of charge. After receiving the product, Sage will diagnose and either repair or replace the item at their sole discretion. Generally, the processing time for repairs is 10 business days depending on the geographic location and the type of repair.

4. A Sage product is considered DOA (Dead on arrival) if it shows signs of a device failure that prevents the basic functionality from being used for the first time after opening the box. If you think your product is DOA, call Sage within 30 calendar days and we'll expedite a replacement unit at no cost.

5. For additional product protection and to ensure safe handling while a product is returned for any repair or replacement under warranty, Sage recommends that you use the Sage shipping label or a traceable, insured delivery service. Sage is not responsible for damage during transport of a product.

If a consumer returns the product to the store:
   Note: Store associated should follow the instructions below.

1. Make a note of the model number and batch code of the product. These numbers can be found on the rating label which is usually located on the back or bottom of the unit. (Batch codes are 4 digits long and are usually embossed or stamped into the rating label).
2. Provide the original or a copy of the purchase receipt.
3. Provide a detailed failure description
4. Contact the appropriate Amacom return centre to organize return or collection:

5. If the product or one of the parts is eligible for replacement or service under warranty, the product can be exchanged directly with the customer and the defective product should be returned to Amacom with the received information and any related claim, service or case numbers. After Sage received the product, a credit note will be passed to Amacom associated with the store in question. Generally, the processing time for handling warranty claims may take up to 10 business days, plus shipping time, depends on your geographic location and the type of damage or warranty claim.
6. A Sage product is considered DOA (Dead on arrival) if it shows signs of a device failure that prevents the basic functionality from being used for the first time after opening the box. If you think your product is DOA, call Sage within 30 calendar days and we'll expedite a replacement unit at no cost.
7. For additional product protection and to ensure safe handling while a product is returned for any repair or replacement under warranty, Sage recommends that you use the Sage or Amacom shipping label or a traceable, insured delivery service. Sage is not responsible for damage during transport of a product.