

# "Cardo Customer Service – User Guide Stores & End User

September 2025



# Contact Cardo Support Service

**Cardo Support can be contacted in three ways:**

- **Via the Dedicated Portal (recommended)**

<https://cardosystems.zohodesk.com/portal/en/signup>

- Enter all required information
- Possibility to submit multiple requests (see page 4)

- **Via the Cardo Website**

<https://cardosystems.com/pages/dealer-support/form>

- **Via Cardo Support Phone Numbers:**

- **+44 8000318424 (from 9 AM to 4 PM CET)**

# Direct After-Sales Service with the Point of Sale

## Required Information from the Store or End User (\*\*\*)

1. Store name
2. Address
3. Customer's proof of purchase
4. Customer's purchase date
5. Serial number
6. Replaced part
7. Reason for replacement
8. Tests performed

### Creation of a prepaid shipping label (Cardo)

**Cardo will provide the label to the store – Pickup date by the carrier**

**IMPORTANT & MANDATORY: The store must inform Cardo of the shipment of the part by email**

**Upon receipt of the email, Cardo will ship the new unit.**

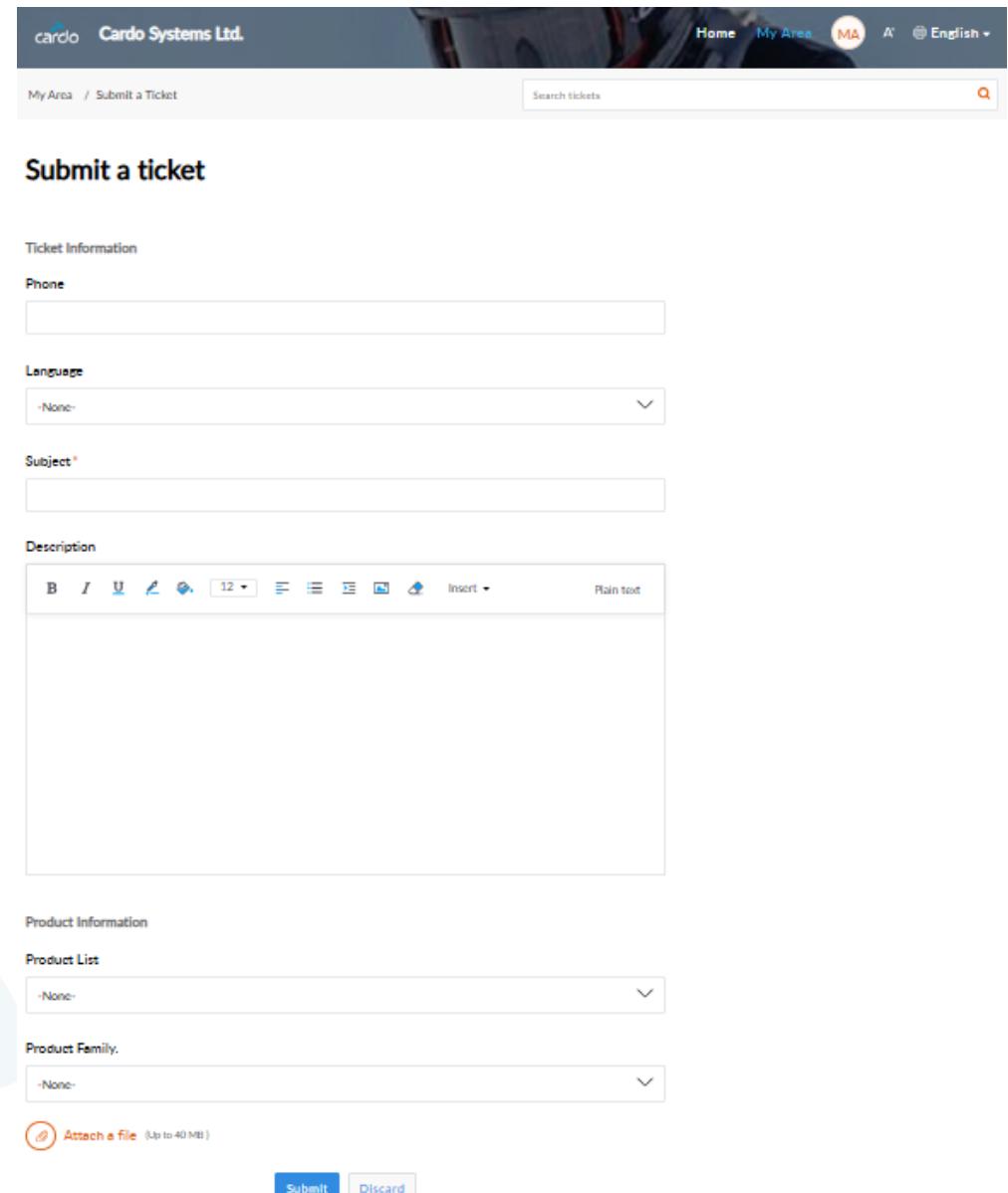
**No shipment will be made without this email!!**

**Shipment of the new part**

**Directly to the store**

\*\*\* Troubleshooting will be performed for any problem - please provide all information in advance so that troubleshooting will be shorter and more accurate.

- **Multiple Requests via the Portal**
- **Register using the same email address** as previously used
- This will allow you to access previous requests
- Enter the information for the different products in the **“description”** field:
  - **Products**
  - **Issue**
  - **Control tests performed**
  - **Purchase date**
  - **Serial number**
- Select **“None”** in the product list
- Attach the receipts as attachments
- **Send the Ticket**



Cardo Systems Ltd.

My Area / Submit a Ticket

Search tickets

**Submit a ticket**

**Ticket Information**

Phone

Language

Subject\*

Description

**Product Information**

Product List

Product Family

Attach a file (Up to 40 MB)

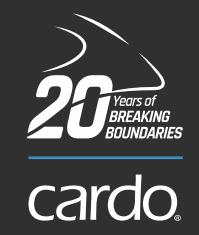
**Please note: Best Returns Route :**

**You can always direct the customer/ end user to contact  
Cardo directly through the link for customers:**

<https://cardosystems.com/pages/support/home>

**Or through Cardo phone numbers :**

**+44 8000318424**



# Thank you!

