



Here's how to fill out
the form at the portal:
WARRANTY

1

- **USE THE BROWSER TO ACCESS THE LINK.**

(<https://curtis-css.com/>)

- **LOGIN TO YOUR ACCOUNT.**

ID: (Your email address associated with the ticket.)

PW: 12345678



curtis-css.com

Sign in to your account
CURTIS
INTERNATIONAL LTD

Email address

Email Address

example@example.com

Password

[Forgot password?](#)

12345678

Sign in



Sign in with Google

CRM

Hi! test1 test2


Tickets

Ticket ID	Fullname	Email	Resolution	Issue	Status	IsUpload	Created At	action
CF240624000008	test test26	regine@empireonegroup.com	CF-Warranty Claim	Power :: No Power	OPEN	PENDING	June 25, 2024 4:08 AM	

2

• The following screen will give you further information about the ticket.



Created At	action
June 25, 2024 2:00 AM	<div>View Ticket Details</div> 

3

- Simply click the "View Ticket Details" button to begin uploading the files.



TRANSLATE

Write a detailed explanation of the defect/issue.



Save

4

- Fill out the **"Write a detailed explanation of the defect/issue"** area then click **"Save"**.



5

• Click the "**Upload**" button and complete the form.



Incomplete Information

A clear and readable picture of the bill of sale

Please note the bill of sale must show the following:

- Store Name and Address *except if purchased online
- Date of purchase
- Item description
- Unit Price
- Total amount paid

If you do not have the bill of sale, you may try contacting the dealer's customer care department for added support.



A clear picture of the front of the unit

for TVs, a full frontal picture while the tv is turned on.



6

• **Upload multiple pictures** by clicking the **"Upload"** button again.

• Then simply click **"Upload Photos"** when finished.



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UPLOAD PHOTOS