

Dear Customer,

We would like to inform you that, in order to improve the efficiency and timeliness of our support, we have updated the procedure for submitting assistance requests.

From now on, all assistance requests must be submitted through our website at the following address: [ALMEC - Contacts and Support](#)

In the "Contacts and Support" section, you will find a dedicated form to fill out with all the information needed to allow us to assist you as quickly and effectively as possible.

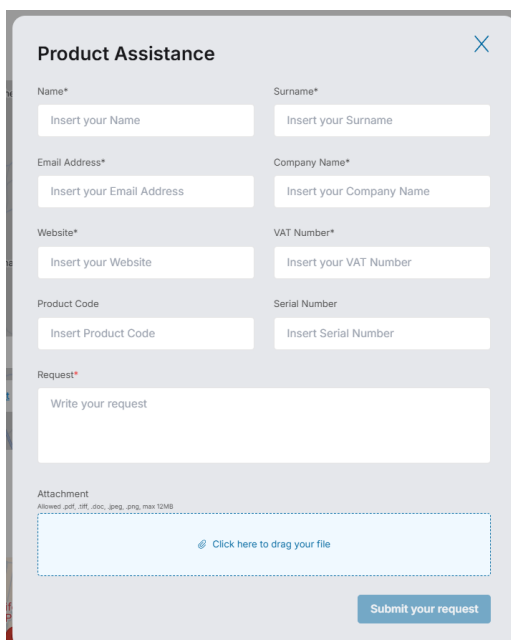
Through the form, you can:

- Request assistance for an ALMEC product
- Request a spare part
- Request assistance for the portal
- Request information about products

This new procedure will allow us to manage requests in a more organized manner, reduce response times, and offer more personalized and targeted support for your needs.

We therefore invite you to use this channel for any future assistance needs.

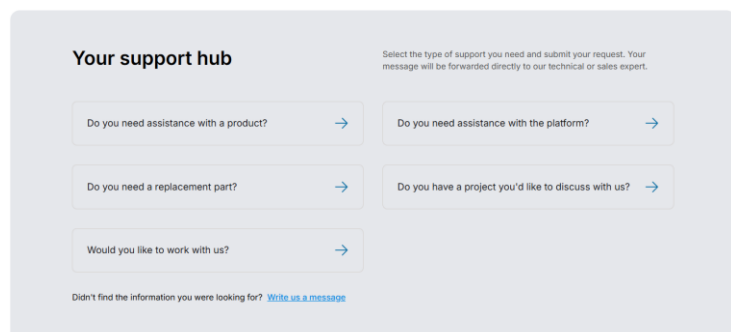
We remain available for any further clarification and thank you for your cooperation.



The screenshot shows a 'Product Assistance' form with the following fields:

- Name* (Insert your Name)
- Surname* (Insert your Surname)
- Email Address* (Insert your Email Address)
- Company Name* (Insert your Company Name)
- Website* (Insert your Website)
- VAT Number* (Insert your VAT Number)
- Product Code (Insert Product Code)
- Serial Number (Insert Serial Number)
- Request* (Write your request)
- Attachment (Click here to drag your file)

A 'Submit your request' button is located at the bottom right of the form.



The screenshot shows the 'Your support hub' page with the following content:

Select the type of support you need and submit your request. Your message will be forwarded directly to our technical or sales expert.

- Do you need assistance with a product? →
- Do you need assistance with the platform? →
- Do you need a replacement part? →
- Do you have a project you'd like to discuss with us? →
- Would you like to work with us? →

Didn't find the information you were looking for? [Write us a message](#)

NB: Fields marked with an asterisk must be filled in before proceeding with the submission of the request.