

Reclaim of card

If the card, delivered by Nexus, for any reason is not correctly produced (for instance if the chip does not work) a claim should be done as soon as possible, however not longer than 1 year after the order was made. Cards that are reclaimed should, in tandem with a **completed form**, be sent to Nexus to this address:

Nexus
Att: Card support
Telefonvägen 26
126 26 Hägersten
Sweden

In the event of an approved complaint, Nexus is responsible to provide the card orderer with a new card. The customer will be notified by email and then need to log in to the order portal to approve the order. The customer must therefore not place a new order, as Nexus automatically creates a new card if and when the complaint has been approved.

In the event of a denied complaint, Nexus will send out an email for the card orderer to fill in a delivery address to which the card will be returned. No refund of the card will be made- In the event of a denied complaint, Nexus will charge a service fee of SEK 49.

Claims will be denied in following cases:

- The card was ordered over 1 year ago
- The card is incorrectly registered in the e-logger. For example, if the technology works but the reader gives an error. In cases like that, please contact the system manufacturer.
- Misspelling, wrong photo, wrong period of validity or other information proved by the orderer themselves.
- Physical wear or damage that affects e.g. magnetic strip, chip, holes or bent cards for example.
- Completed form is missing upon return

Date submitted:

Contact person:

Telephone number:

E-mail (if available):

Additional information:

Decisions and notifications will be announced by email. In case of questions regarding an ID06 card please send an e-mail to; id06@nexusgroup.com. For other cards, please email cardsupport@nexusgroup.com

Kind regards,
Nexus Support team