

Content

Content	page
Introduction	3
Registration	4
Login	5
Homepage	6-7
Assortment	8-10
Cart	11-13
Placing an order	14
Customer section	15
Documents	16-17
Orders	18
Complaints	19
Sales support	20
Contacts	21



Responsive web design

Access to our website easily from PC, notebook, tablet or smartphone - web pages render well on a variety of devices and window or screen sizes.

Demos
All for the furniture making

Log in

Login name
Lenka.Kormanik_EN *

Password
***** *

Do not sign out [Did you forget the password?](#)

Log in

Become our customer and enjoy a number of benefits:

- ✓ The widest offer of the product range
- ✓ Expert advice
- ✓ Fast shipping
- ✓ Tailor made services
- ✓ Trends and innovations

Register

Customers login

New customer registration

Registration

1.

Click on the „Registration“ in right top corner, registration form'll open, fill this form.

New customer registration

Thank you for your interest in the Démos24Plus portal. Registration is only possible for business customers.

Company information

Country * ID No.

Tax number	Business name
<input type="text"/>	<input type="text"/>
Street	Municipality
<input type="text"/>	<input type="text"/>
Post code	E-mail
<input type="text"/>	<input type="text"/>

For example, e-mail is used to send invoices in electronic form.

2.

Fill up your **delivery address** if different than billing adress.

Delivery address

Delivery address differs from the one above

3.

Fill your **contact information** for further communication about orders, transport, etc.

Contact information

Name	Last name
<input type="text"/>	<input type="text"/>
Job position	E-mail
<input type="text"/>	<input type="text"/>
Phone/mobile	
<input type="text"/>	

Contact to specify information for orders. Enter the number without spaces in the international format (+420122122122), you can enter more numbers separated by a comma.

Note

4.

Please, read and confirm the **Terms and Conditions** of our company. It can be open or download in pdf format also.

Terms and Conditions

of Démos trade, a.s., based in Ostrava-Kunčičky, Škrobálkova 630/13, Post Code 718 00, ID No.: 25397478, entered in the Commercial Register maintained by the Regional Court in Ostrava, Section B, Inset 1921

1. Subject of Regulation

1.1 These Terms and Conditions apply to the obligations between Démos trade, a.s., in the position of the Seller and legal and natural persons who are entrepreneurs or legally considered to be entrepreneurs in the position of the Buyer (hereinafter collectively, the Parties), to the extent that obligations of the Parties are not regulated by a separate agreement on the conditions of the sales of goods.

1.2 These Terms and Conditions govern in particular the method of concluding purchase contracts as well as the method of performance and payment of the purchase price and the procedure of the Buyer when making claims for defective goods.

2. Registration of the Buyer

[Open the Terms and conditions in a new window](#) [Download in PDF](#)

I consent to the Terms and Conditions, which have an integral part – the Complaint Rules, and I expressly acknowledge the time limits and other limitations for the rights arising from the defective goods as set out in Article 6 and the Complaint Rules; the terms of the set-off of mutual claims under Article 5.3 (b); arrangements for the exclusion of the Seller's liability to compensate for the damage and the Buyer's rights arising from defects in accordance with Article 6.7; the exclusion of the possibility to invoke rights from the so-called take-it-or-leave-it contracts, i.e. entered into in a manner that does not allow the parties to negotiate on the basic terms of the contract, according to Article 7.1; and the exclusion of the possibility to invoke the rights to amend the contract due to a substantial change in the circumstances under which it was entered into, according to Article 7.4.

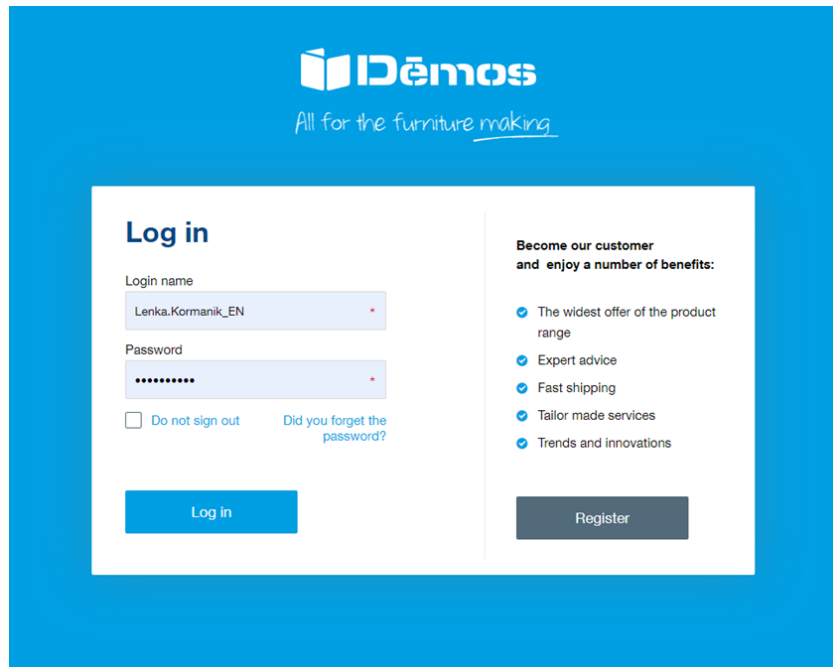
Please note that we process your personal data in accordance with legal regulations. More information [HERE](#).

Submit a registration

Login

1.

Enter your name, password and click on „Login“. In case you don't know your login name, please, contact customer service operator.



Demos
All for the furniture making

Log in

Login name
Lenka.Kormanik_EN

Password

Do not sign out Did you forget the password?

[Log in](#)

Become our customer and enjoy a number of benefits:

- The widest offer of the product range
- Expert advice
- Fast shipping
- Tailor made services
- Trends and innovations

[Register](#)

2.

If you don't know your password, click on „Did you forget the password?“ and you'll be redirected to the website with request for new password.

Request a new password

Enter your login name and we will send you a password reset link to the e-mail you provided when registering.

Login name

[Send](#)



If you do not know the login name, please contact our customer service centre.

596 223 470

Mon - Fri: 6:30-17:00

Fill on your login name and click on „Send“. Check your email address, where link for a new password creation will be sent.

Homepage

Fulltext

In the upper screen you can utilize fulltext search with suggestion. The search is run through assortment (code, name, description) by categories, by brand names, as well in text. Modern technologies guarantee quick and effective search by highlighting the roots of the word.

Customer section

You can edit **company information** in Customer section. More information on page 15.

Assortment

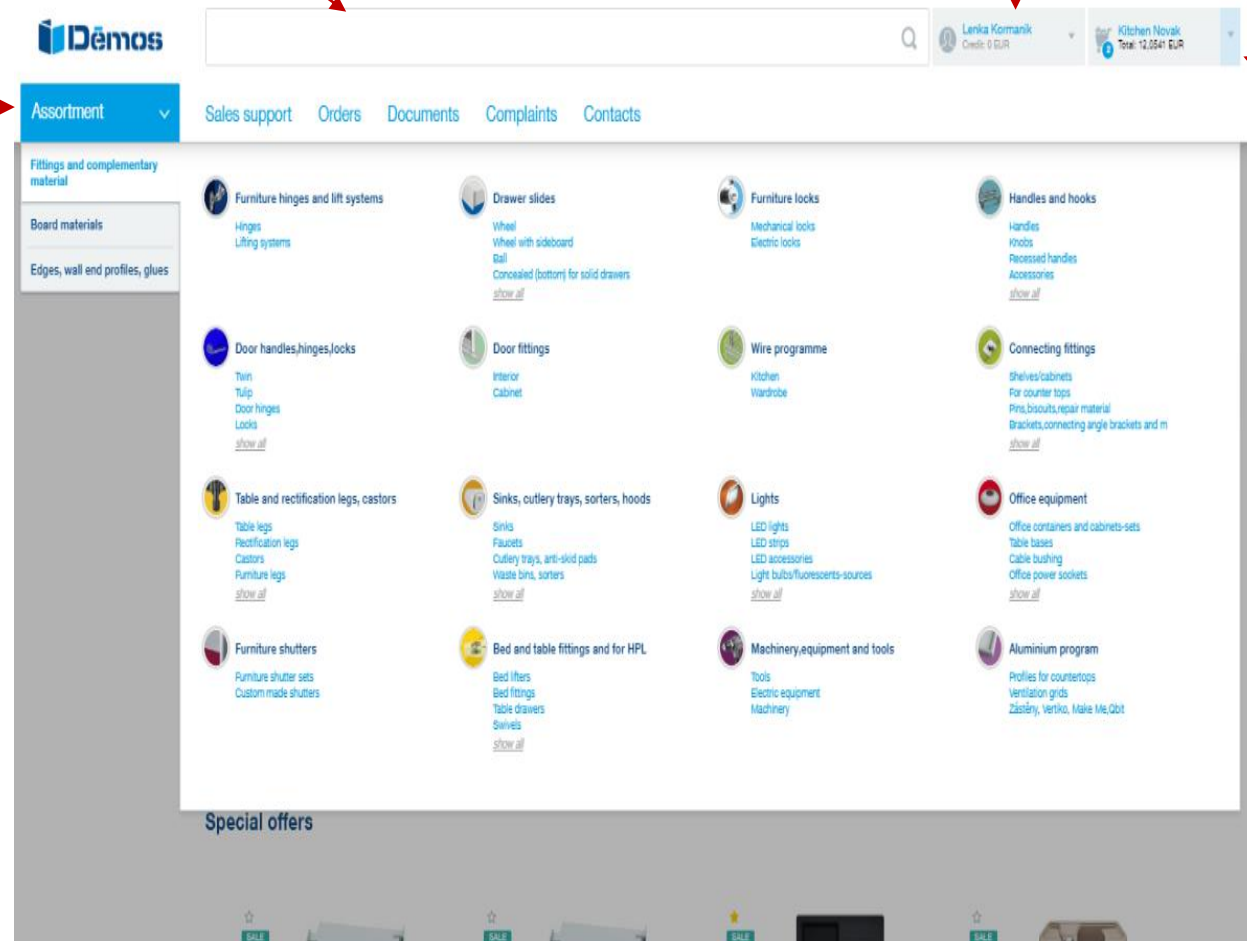
The **assortment** is divided into individual groups and subgroups.

More information about section Assortment on pages 8-10.

Cart

There is a **Cart** at the top right of the screen.

More information about cart on pages 11-13.



Most bought items

For easy and repetitive shopping, use items from your history – based on the most ordered products.

Favorite items

In this section you have options to create your own lists of **favorite items**. You can work with multiple lists.

Title	Code	Local warehouse availability	Central warehouse availability	Basic price per pc	Discount per unit / packag	Disability/ packagging	Price after discounts per pc
ELUM 866 1004 TipOn pro zámě 50mm TS,čern	250228	In stock	CBK - Ostrava >70 pcs	3.2478 EUR / pcs 3.9299 EUR incl. VAT	0% / 0%	1 pcs / 50 pcs	3.2478 EUR / pcs 3.9299 EUR incl. VAT
Handle Beta S 95 glossy chrome	296712	In stock	CBK - Ostrava On request	0.3588 EUR / pcs 0.4342 EUR incl. VAT	0% / 5%	1 pcs / 25 pcs	0.3588 EUR / pcs 0.4342 EUR incl. VAT
Handle Laura 128 black + screws	320991	In stock	CBK - Ostrava >40 pcs	3.3324 EUR / pcs 4.0322 EUR incl. VAT	0% / 5%	1 pcs / 25 pcs	3.3324 EUR / pcs 4.0322 EUR incl. VAT
STRONG ball bearing slide 350 mm mounting on the support	90012	In stock	CBK - Ostrava >1000 par	2.8325 EUR / pair 3.4273 EUR incl. VAT	0% / 5%	1 par / 15 par	2.8325 EUR / pair 3.4273 EUR incl. VAT

Last visited

Here is the summary of your last visited items.

Special orders

Here you'll find your actual **Special offers**.

News

All latest news available in this section.

Assortment

Tree of assortment

Tree of assortment and subcategories are visible in main menu, and on the left side of the screen as well.

Parametric filtering

Regardless of the product section, three categories are visible during the each time filtering: **availability, brand and assortment action.**

Other filters are available in this section.

Assortment

- Fittings and complementary material
- Drawer slides
- Concealed with hollow sidewalls
- StrongBox**
- Accessories

StrongBox

List of subcategories

Accessories (103)

Product range list | Favourite | Most bought items | Last visited

Entries on the page: 12 | Found products: 187 | Sorting: Default

Title	Code	Local warehouse availability	Central warehouse availability	Basic price per pc	Discount per unit / packaging	Availability/ packaging	Price after discounts per pc	
StrongBox front panel 1100mm grey	179234	In stock	CSMK - Demos >1000 pcs	11.3471 EUR / pcs 13.73 EUR Incl. VAT	0% / 0%	1 pcs / 10 pcs	11.3471 EUR / pcs 13.73 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox front panel 1100mm white	179235	In stock	CSMK - Demos >500 pcs	11.3471 EUR / pcs 13.73 EUR Incl. VAT	0% / 0%	1 pcs / 10 pcs	11.3471 EUR / pcs 13.73 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox ext. side panel 2-in-1 500 mm grey	146795	In stock	CSMK - Demos >500 pair	10.0112 EUR / pair 12.1136 EUR Incl. VAT	0% / 0%	1 pair / 1 pair	10.0112 EUR / pair 12.1136 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox ext. side panel 2-in-1 500 mm white	179279	In stock	CSMK - Demos >400 pair	10.0112 EUR / pair 12.1136 EUR Incl. VAT	0% / 0%	1 pair / 1 pair	10.0112 EUR / pair 12.1136 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox extended side panel 500 mm white	179288	In stock	CSMK - Demos >400 pair	3.364 EUR / pair 4.0704 EUR Incl. VAT	0% / 0%	1 pair / 1 pair	3.364 EUR / pair 4.0704 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox extended acrylic side panel 500	146821	In stock	CSMK - Demos >100 pair	8.9679 EUR / pair 10.8512 EUR Incl. VAT	0% / 0%	1 pair / 1 pair	8.9679 EUR / pair 10.8512 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox front cross-railing 1100 white	179245	In stock	CSMK - Demos >500 pcs	1.4913 EUR / pcs 1.8045 EUR Incl. VAT	0% / 0%	1 pcs / 1 pcs	1.4913 EUR / pcs 1.8045 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox extended side panel 500 mm grey	146814	In stock	CSMK - Demos >500 pair	3.364 EUR / pair 4.0704 EUR Incl. VAT	0% / 0%	1 pair / 25 pair	3.364 EUR / pair 4.0704 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox ext. side panel 2-in-1 480 mm white	179276	In stock	CSMK - Demos >70 pair	9.0567 EUR / pair 10.9588 EUR Incl. VAT	0% / 0%	1 pair / 1 pair	9.0567 EUR / pair 10.9588 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox front cross-railing 1100 grey	179244	In stock	CSMK - Demos >1000 pcs	1.4913 EUR / pcs 1.8045 EUR Incl. VAT	0% / 0%	1 pcs / 1 pcs	1.4913 EUR / pcs 1.8045 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox extended side panel 480 mm white	179287	In stock	CSMK - Demos >500 pair	3.0976 EUR / pair 3.7481 EUR Incl. VAT	0% / 0%	1 pair / 1 pair	3.0976 EUR / pair 3.7481 EUR Incl. VAT	1 + - [Shopping Cart]
StrongBox extended side panel 480 mm grey	146813	In stock	CSMK - Demos >500 pair	3.0976 EUR / pair 3.7481 EUR Incl. VAT	0% / 0%	1 pair / 1 pair	3.0976 EUR / pair 3.7481 EUR Incl. VAT	1 + - [Shopping Cart]

Tip! Information how to get better price (when purchasing the entire package for example)

For better overview, items are marked as **Novelty** or **Sale**.

Product details

Section product details contains **description and parameters** and **alternative items, sets and related products** as well.

Technical specifications, drawings and videos can be found here, if available.

Assortment

Stock availability

You can see **stock availability** for each item from our product range here.

StrongBox

List of subcategories

Accessories (100)

Product range list

Availability

Brand

Title

Colour

Internal drawer width (mm)

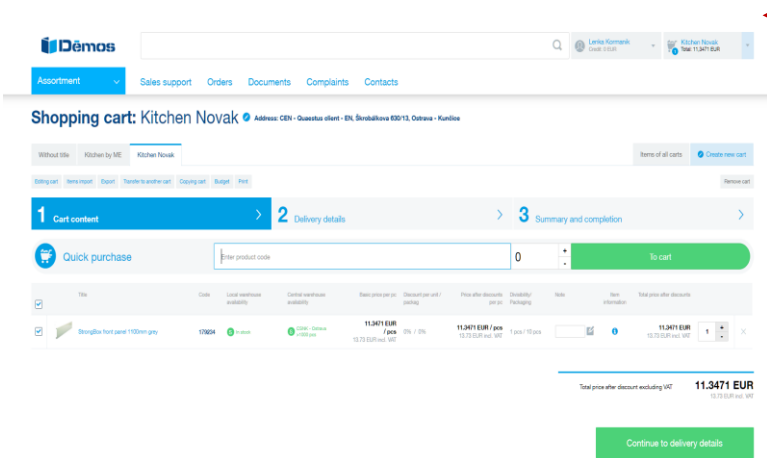
Title	Code	Local warehouse availability	Central warehouse availability	Basic price per pc	Discount per unit / packag	Divisibility / packag	Price after discounts per pc
StrongBox front panel 1100mm grey	179234	In stock	CENK - Ostrava >1000 pcs	11.3471 EUR / pcs 13.73 EUR incl. VAT	0% / 0%	1 pcs / 10 pcs	11.3471 EUR / pcs 13.73 EUR incl. VAT
StrongBox front panel 1100mm white	179235	In stock	CENK - Ostrava >800 pcs	11.3471 EUR / pcs 13.73 EUR incl. VAT	0% / 0%	1 pcs / 10 pcs	11.3471 EUR / pcs 13.73 EUR incl. VAT
StrongBox ext. side panel 2-w 500 mm grey	146795	In stock	CENK - Ostrava >300 pair	10.0112 EUR / pair 12.1136 EUR incl. VAT	0% / 0%	1 pair / 1 pair	10.0112 EUR / pair 12.1136 EUR incl. VAT
StrongBox ext. side panel 2-w 500 mm white	179279	In stock	CENK - Ostrava >400 pair	10.0112 EUR / pair 12.1136 EUR incl. VAT	0% / 0%	1 pair / 1 pair	10.0112 EUR / pair 12.1136 EUR incl. VAT

Information about actual amount of item on stock.

Adding to cart

Here you insert items to the cart. You can choose which cart do you want to fill or fill more carts at once.

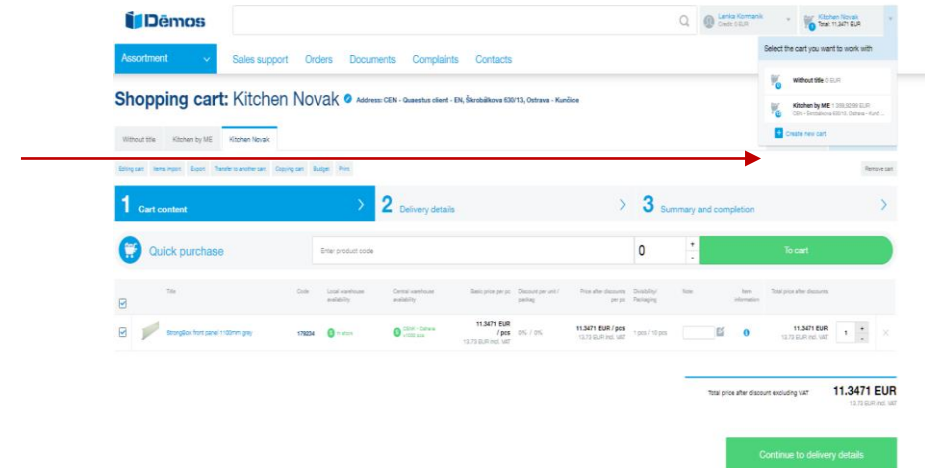
Clicking the arrow next to the cart icon, list of all carts'll display.



Active cart

Active cart with items and final price is visible on mainpage in right upper corner.

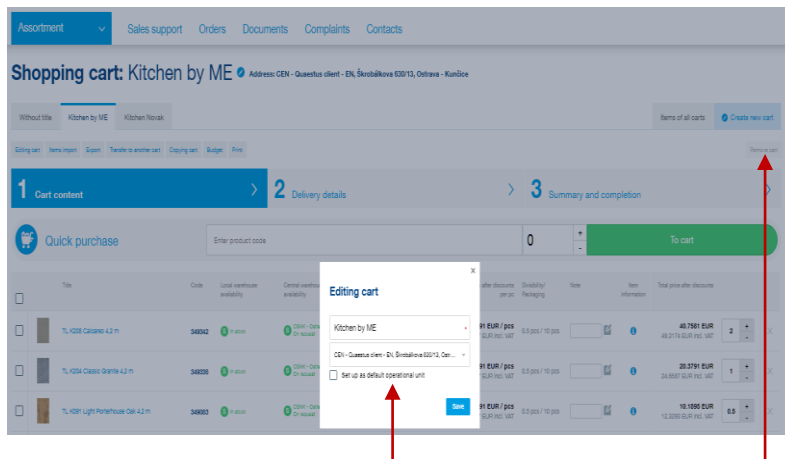
You can create **new cart** for your new client by clicking on „creating new cart“. The name of the cart can include at most 20 letters.



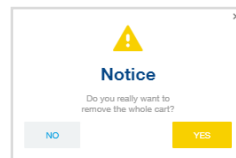
Quick purchase

Great tool for fast lane shopping. It works without the use of mouse.

1. Enter the code of the product, then you'll be automatically redirected to the quantity box.
2. Enter the number of items (default is set by minimal order) and click enter.
3. Choose amount of items is moved to the active cart and process can be repeated for further items.

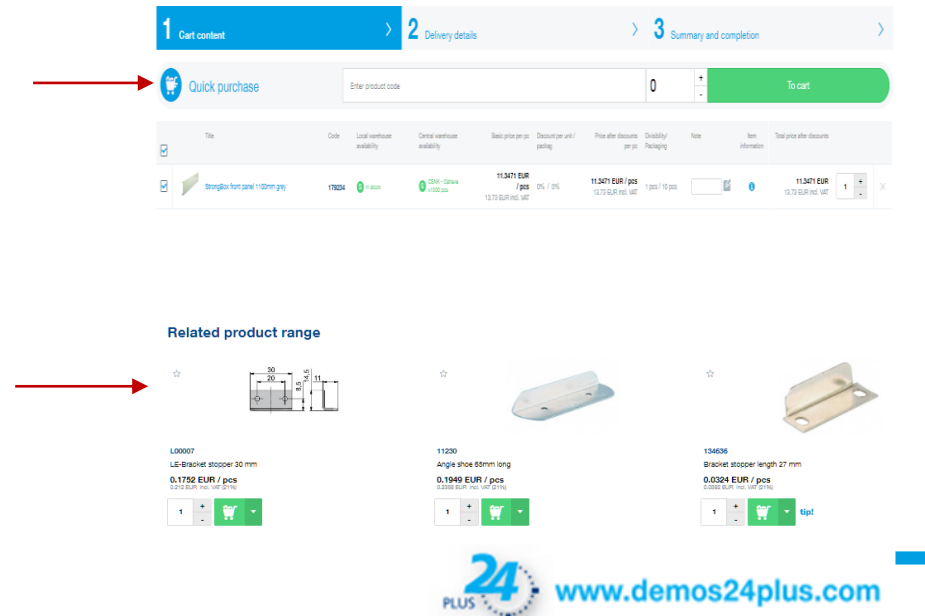


Clicking on cart icon you'll activate the cart for editing (use blue pencil icon).



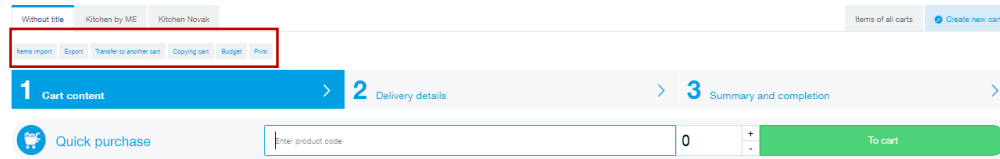
Related products

Related products for items in cart are displayed at the bottom of the screen. It is a good tool to remind you not to forget all the parts.



Cart

Shopping cart: Without title



Unfortunately, your shopping cart is empty. First, choose the product or enter product code in the Quick Purchase box.

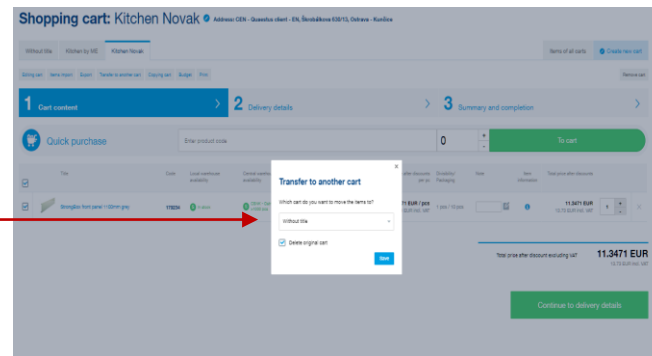
Creating new cart

You can create new cart for your new client by clicking on blue button „**creating new cart**“. The name of the cart can include at most 20 letters.

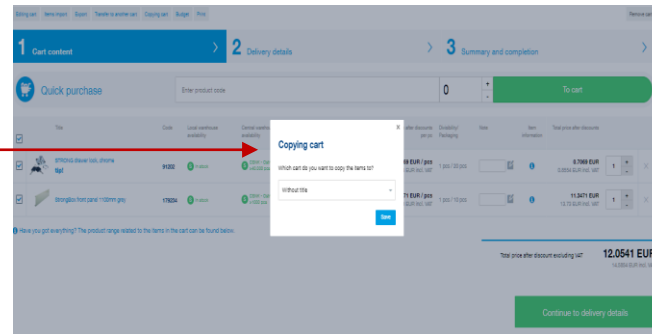
Items are editable individually or whole cart can be deleted at once („remove cart“ button).

Other cart functions

Transfer to other cart allows transfer of items between carts. After transfer to new cart, item is automatically removed from original cart.

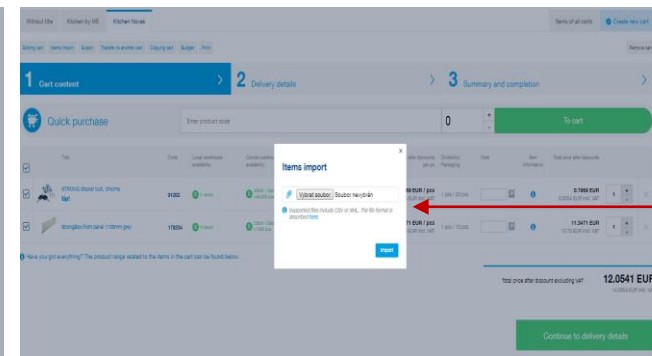


Copying cart allows copy of items to new cart. Item stays in both carts after that.

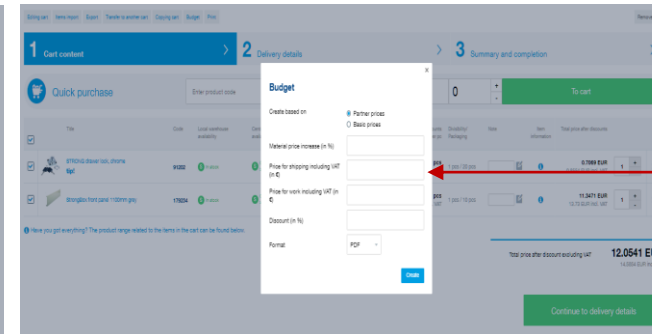


Items **import** allows recording of your file in CSV or XML format, then click on „Import“.

In case of unsuccessful import, you should receive information about failure.



You can create your **Budget** on every cart from basic catalogue prices or your buying prices. Budget can be save in PDF format or excel. Can be used for your customers later.



Items of all carts

Items of all carts offers overview of all your items on one list. Then you can choose sending of all carts at once or separately.

After adding items on demand to the cart, you should receive the notification of the acceptance.

After joining more carts together with shipment to different delivery addresses, you should receive the notification at the end of the first step of ordering process. Carts can be sent to one address only.

Shopping cart: Items of all carts

Without title | Kitchen by ME | Kitchen Novak
Items of all carts [Create a new cart](#)

Export | Budget | Print

1 Cart content
2 Delivery details
3 Summary and completion

Kitchen by ME

Title	Code	Local warehouse availability	Central warehouse availability	Basic price per pc	Discount per unit / packing	Price after discounts per pc	Quantity/ Packaging	Note	Item info	Total price after discount
TL K222 Classic 4.2 m	342342	In stock	On request	20.3791 EUR / pce	0% / 0%	20.3791 EUR / pce	0.5 pce / 10 pce			40.7581 EUR 48.3174 EUR incl. VAT
TL K224 Classic Drehtür 4.2 m	342336	In stock	On request	20.3791 EUR / pce	0% / 0%	20.3791 EUR / pce	0.5 pce / 10 pce			20.3791 EUR 24.4557 EUR incl. VAT
TL K221 Light Portierhaus Oak 4.2 m	342083	In stock	On request	20.3791 EUR / pce	0% / 0%	20.3791 EUR / pce	0.5 pce / 10 pce			10.1895 EUR 12.3933 EUR incl. VAT
PD K228 PS Classic 4100/400/33	342833	In stock	15 pcs	72.2409 EUR / pce	0% / 0%	72.2409 EUR / pce	0.5 pce / 10 pce			144.4818 EUR 174.5823 EUR incl. VAT
PD K221 KP Oak Portierhaus II 4100/900/35	342886	In stock	3 pcs	122.2388 EUR / pce	0% / 0%	122.2388 EUR / pce	0.5 pce / 10 pce			61.1192 EUR 73.3932 EUR incl. VAT
PD P222 ST17 Teakholz 4100/900/35	342886	In stock	3 pcs	122.2388 EUR / pce	0% / 0%	122.2388 EUR / pce	0.5 pce / 10 pce			61.1192 EUR 73.3932 EUR incl. VAT
PD P222 ST17 Teakholz 4100/900/35	279247	In stock	120 pcs	137.8584 EUR / pce	0% / 0%	137.8584 EUR / pce	0.5 pce / 10 pce			68.9292 EUR 83.4843 EUR incl. VAT
DTOL K221 ST22 MAGNOLIA C 2800/900/15	35438	In stock	120 pcs	17.461 EUR / pce	0% / 0%	17.461 EUR / pce	1 pce / 24 pce			159.352 EUR 187.9297 EUR incl. VAT
DTOL 8100 SH SLA 2800/2070/15	198810	In stock	150 pcs	41.8599 EUR / pce	0% / 0%	41.8599 EUR / pce	1 pce / 24 pce			63.3198 EUR 100.817 EUR incl. VAT
DTOL 4228 SL LIGHT ATELIER 2800/900/15	236793	In stock	120 pcs	36.5297 EUR / pce	0% / 0%	36.5297 EUR / pce	3 pce / 24 pce			366.1188 EUR 487.3539 EUR incl. VAT
DTOL 1912 BS Akow 2800/2070/15	350302	In stock	120 pcs	56.9592 EUR / pce	0% / 0%	56.9592 EUR / pce	1 pce / 24 pce			351.0198 EUR 428.8173 EUR incl. VAT
leg furnitur N219-100 mm OR glanz hell	91222	In stock	300-300 pcs	0.339 EUR / pce	0% / 0%	0.339 EUR / pce	1 pce / 100 pce			2.5541 EUR 3.4673 EUR incl. VAT
W Lino 8000H V062 A282 silb	285322	On demand	On request	16 EUR / set	0% / 0%	16 EUR / set	1 set / 12 set			32 EUR 38.72 EUR incl. VAT
Vogelw. HORN-LAK 9142. Incl. D&V25 2015	305912	In stock	On request	3.3633 EUR / set	0% / 0%	3.3633 EUR / set	1 set / 1 set			3.3633 EUR 4.0595 EUR incl. VAT

Kitchen Novak

Title	Code	Local warehouse availability	Central warehouse availability	Basic price per pc	Discount per unit / packing	Price after discounts per pc	Quantity/ Packaging	Note	Item info	Total price after discount
STRONG drehtür, chrome hell	91222	In stock	On request	0.7069 EUR / pce	0% / 0%	0.7069 EUR / pce	1 pce / 20 pce			0.7069 EUR 0.8544 EUR incl. VAT
Strong front panel 110mm grey	172234	In stock	On request	11.2471 EUR / pce	0% / 0%	11.2471 EUR / pce	1 pce / 10 pce			11.2471 EUR 13.73 EUR incl. VAT

Total price after discount including VAT **1,371.984 EUR**
1.892.1008 EUR incl. VAT

⚠ You have the goods on demand in the cart. The order is binding.

Continue to delivery details

www.demos24plus.com

13

Placing an order

1 Cart content > **2 Delivery details** > 3 Summary and completion

Delivery address: CEN - Quaeustus client - EN, Škrobálkova 630/13, Ostrava - Kunčice

Order name: Ktchen Novak


Note: Type a note (maximum 150 characters)

1/1 Package

Delivery method: Package

Requested delivery date: 2019-05-30

Payment form: Cash on delivery

Title	Code	Quantity	Price of po after discounts for MJ	Expected delivery date	Change delivery method	Total price after discounts
 StrongBox front panel 1100mm grey	179234	1 pcs	11,3471 EUR / pcs 13,73 EUR incl. VAT	2019-05-30	Package	11,3471 EUR 13,73 EUR incl. VAT

Back to cart content

Total price of po after discount excluding VAT: **11,3471 EUR**
13,73 EUR incl. VAT

Continue to summary

Placing an order

The second step of your order is confirmation of **delivery details**, you pick delivery address and a note (up to 150 letters) can be written.

The third step of the order is a **summary and order confirmation**. If you are not satisfied you can easily return to the previous step.

Company information

Here you can see information about the company, setting up electronic mailing of invoices, credit notes. Changes to company information must be confirmed by us.

Contact information

New contact can be created, edited or removed. Information about new contact is sent to user with owner rights.

Suggestions and complaints

As we are working on improving our services systematically, your suggestions and complaints are welcome. Please, write it to this section.

Manage your account

In this section you can manage your account settings, phone number, email address and delivery address.

Rights settings

Rights for contact persons can be seen and edited in this section.

Payment and delivery terms

Section with information about payment, transportation costs and delivery terms.

Documents

Invoices and credit notes

In this section you'll find all your documents – invoices, credit notes, delivery notes.

Delivery notes

All invoices and credit notes are sorted from unpaid and newly issued. Searching is possible by invoice number, variable symbol, address, date of issuing,...

Also, you can choose already paid or unpaid invoices.

Red notification point signals invoice after the date of payment or non-confirmed credit note.

Assortment ▼ Sales support Orders Documents Complaints Contacts

Invoices and credit notes

Export document without items
 Export document with items

Enter invoice, credit note, order name, invoicing address Issuance date from Issuance date to

Invoices Paid Not paid Credit notes Unconfirmed Completed Search

Documents on page 10 Found documents 5 Sorting Default

<input type="checkbox"/>	Type	Document number	Status	Due date	Remaining to be paid	Variable symbol	Delivery note	Total price	Paid	Days overdue	Issuance date	Payment date	Payment type
<input type="checkbox"/>	Invoice	FV19-2030101253	paid	2019-05-17		2191157556	tx	2 345,24 EUR	2 345,24 EUR		2019-05-17	2019-05-17	Invoice
<input type="checkbox"/>	Invoice	FV19-0720100042	paid	2019-05-24		2191152389		2 345,22 EUR	2 345,22 EUR		2019-05-14	2019-05-15	Invoice
<input type="checkbox"/>	Invoice	FV19-2030101113	paid	2019-04-30		2191136826	tx	1 404,26 EUR	1 404,26 EUR		2019-04-30	2019-04-30	Invoice
<input type="checkbox"/>	Invoice	FV19-0720100031	paid	2019-05-04		2191129817		1 612,73 EUR	1 612,73 EUR		2019-04-24	2019-04-25	Invoice

Assortment ▼ Sales support Orders Documents Complaints Contacts

Delivery notes

Enter delivery note number, order number, order name Dispatch date from

Documents on page 10 Found documents 2

<input type="checkbox"/>	Delivery note	Dispatch date	Delivery method	Invoice number
<input type="checkbox"/>	VD2191010040908	2019-05-17	Package	FV19-2030101253
<input type="checkbox"/>	VD2191010035493	2019-04-30		FV19-2030101113

Delivery notes

Searching and filtering in delivery notes list is possible by document number, order number, order name or date of shipment.

You'll find related invoices in this section as well.

<input type="checkbox"/>	Delivery note	Dispatch date	Delivery method	Invoice number
<input type="checkbox"/>	VD2191010040908	2019-05-17	Package	FV19-2030101253
<input type="checkbox"/>	VD2191010035493	2019-04-30		FV19-2030101113

Issued quotations

Credit notes can be found by document number, date of issue or status.

All documents highlighted with blue point need to be approved from your side by confirmation button.

i You have no quotations.

Orders

Pending orders

Orders can be searched by documents number, order name, order name, assortment or date of ordering.

Budget creating, order export to XML or PDF format is possible as well.

Completed orders

Completed orders can be searched by order number, order name, assortment or date of ordering.

Clicking on Opxxxxx in order detail you'll find all related documents as invoice, delivery note or credit note.

Pending order items

Pending order items

Searching by order number, order name or assortment is possible and you'll see all details about ordered items.

Changes report

Here you'll find all reports about your orders.

Complaints list

All complaints should be filed through our portal and you'll be able to find it in the section complaint then.

The screenshot shows the top navigation bar of the Demos portal. It includes the Demos logo, a search bar, and user information for Lenka Kormanik (Credit: 0 EUR) and Kitchon Novak (Total: 12,0541 EUR). Below the navigation bar, there are menu items: Assortment (selected), Sales support, Orders, Documents, Complaints, and Contacts. The main heading is "Complaints" with a link to "Terms and Conditions and Complaint Procedures" and a green "Create new complaint" button. A message below the heading states: "You have no complaint."

Complaint creating

As a first step you mark items to complaint. Items can be searched by name, product code, delivery note number, order number or date of shipment. Then fill out the suggestion for solution, description of the complaint with possibility of attaching photos as evidence.

As second step fill the name of claim and contact information.

The third step is summary.

The screenshot shows the top navigation bar of the Demos portal. It includes the Demos logo, a search bar, and user information for Lenka Kormanik (Credit: 0 EUR) and Kitchon Novak (Total: 12,0541 EUR). Below the navigation bar, there are menu items: Assortment (selected), Sales support, Orders, Documents, Complaints, and Contacts.

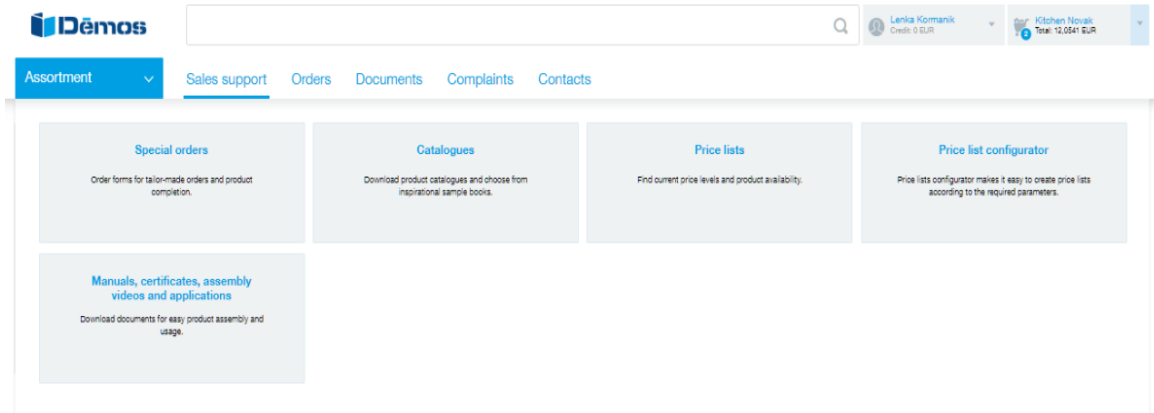
New claim

- 1 Complaint details >
- 2 Contact information >
- 3 Summary and completion >

i No item to make a complaint about selected

Select item to file a complaint for

Sales support



Sales support

In sales support you'll find support services: catalogues, price lists, manuals,....

Price list configurator

1 Product range groups > **2 Data in price list** > 3 Format and export price list

Select the product availability you want to export and proceed.

Export with all availability <input checked="" type="checkbox"/>	In stock within 72 hours (S72) <input type="checkbox"/>
In stock only on central warehouse (S*) <input type="checkbox"/>	Other (J) <input type="checkbox"/>
Special price (O) <input type="checkbox"/>	Limited stock (O*) <input type="checkbox"/>
To be ordered you have to verify price (O!) <input type="checkbox"/>	Clearance sale (D) <input type="checkbox"/>
Alternative (A) <input type="checkbox"/>	To be ordered (O) <input type="checkbox"/>
In stock in Prague (S+) <input type="checkbox"/>	In stock (S) <input type="checkbox"/>

Select the way of generating prices.

Generate prices with a partner discount
 Generate basic prices

Back Continue

Price list configurator

Using price list configurator you'll generate your own price list according to the required parameters. As a first step you choose brand and product group, then stock availability and way of generating prices. Pricelist is possible to generate in PDF, CSV or XLSX format.

Contacts

All contacts for your needs can be found in this section as well as information about our headquarters.

Your customer service centre operator

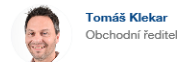
Information on the sales and orders of furniture fittings.



🕒 Mo - Fri: 7:00 - 17:00 hr
☎️ +420 596 223 470
✉️ objednavky@demos-trade.com

Your business manager

Business consultancy and product consulting.



🕒 Mo - Fri: 7:00 - 17:00
☎️ +420 602135241
✉️ tomas.klekar@demos-trade.com

Technical support

For technical information on the product range, please call the technical support.

☎️ +420 596 223 455

Establishment Ostrava

Information on the sales and orders of board materials.



- ⚙️ Cutting center
- 🏠 Showroom
- 💳 Credit card

📍 Škrobálkova 630/13
718 00 Ostrava - Kunčičky
[Show map in a new window](#)

🕒 Mo - Fri 7:00 - 17:00 h
☎️ +420 596 223 400
✉️ dispecink.ostrava@demos-trade.com

CEN - Empiria Global, Vugrovečka ulica 52a, Vugrovec Gornji



Thank you for cooperation!
Demos team



B2B

www.demos24plus.com