



Citrix Technical Support



How to purchase a Citrix Technical Support (EMEA customers)

Purchasing your Preferred Citrix Technical Support option is easy. Just follow the simple steps below to enjoy our world class Citrix Technical Support.

Purchasing a Preferred Citrix Technical Support option via your Citrix Solution Advisor

- Request a quote from your preferred Citrix Solution Advisor for the option of your choice
- Download the Customer Information Form
- Mark the Technical Support Option of your choice on the Customer Information Form
- Complete the Customer Information Form with your company name, address, named contact information
- Sign the Customer Information Form
- Submit the completed and signed form along with a purchase order to your preferred Citrix Solution Advisor
- Your preferred Citrix Solution Advisor will make all necessary arrangements with Citrix
- Once your Customer Information Form was processed and the agreement activated in our systems all named contacts will receive an email with their personal PIN numbers and instructions on how to contact Citrix Technical Support
- **For Software Maintenance for XenApp and Hardware Maintenance please contact your preferred Reseller for a quote and further purchasing instructions**

Purchasing a Citrix Technical Support option from Citrix Systems

- Request a quote from your Citrix Representative or via email to support.feedback@eu.citrix.com
- Download the Customer Information Form
- Mark the Technical Support Option of your choice on the Customer Information Form
- Complete the Customer Information Form with your company name, address, named contact information
- Sign the Customer Information Form
- Provide a purchase order number on the Customer Information Form or alternatively attach a purchase order document to the Customer Information Form
- Submit the completed and signed form (along with a purchase order if applicable) to your Citrix Representative or one of the below:

Address:

Citrix Systems International GmbH
Rheinweg 9
8200 Schaffhausen
Switzerland

Fax:

+41- 52- 63- 57714

Email:

order-desk-emea@eu.citrix.com



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