



# We know support matters.

That's why we make it simple for you to reach us - whether you're logging a new issue, following up, or just need help fast.



## Call Us

**0872 450 450**



## Email Us

**[support@reflex.co.za](mailto:support@reflex.co.za)**

### During Operating Hours

- Monday to Friday: 07:00–18:00
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### After-Hours (Priority 1 only)

- Weekdays: 18:00–07:00
- Weekends & Public Holidays: 24 hours

### When calling the Service Desk

1. Select **Option 1** to log a new call, or **Option 2** to follow up on an existing call
2. Enter your **Client ID**, or simply follow the prompts

### When emailing us

1. Provide a description of the problem
2. Attach photos of the issue where possible