

| | Customer Service (CIC) toll free | Customer Service (CIC) for mobile/ abroad | Working hours | Email | |
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|  | Belgium | +0032 3 666 65 83 | +0032 3 666 65 83 | Monday - Friday 8:30 - 17:00 | Info@eurotec.eu |
|  | Bosnia and Herzegovina | 80 020 208 | 00387 (0)33 458815 00387 (0)33 465681 | Monday - Friday 8:00 - 18:00 Saturday 9:00 - 14:00 | ortoin@bih.net.ba |
|  | Bulgaria | 0800 18 808 | N/A | Monday - Friday 8:30 - 17:00 | office@rsr-bg.com |
|  | Croatia | 0800 8000 | N/A | Monday - Thursday 8:00 - 16:30 Friday 8:00 - 14:00 | stomam@stoma-medical.hr |
|  | Czech Republic | 420800122111 | | Monday - Friday 8:00 - 16:00 | info@convatec.cz |
|  | Denmark | +45 48167475 | +45 48167475 | Monday - Thursday 8:00 - 16:00 Friday 8:00 - 15:30 | convatec.danmark@convatec.com |
|  | Estonia | 800 3030 | 800 3030 | Monday - Friday 9:00 - 16:30 | abi@linusmedical.com |
|  | Finland | 0800 179 797 | +358 800 179797 | Monday - Friday 8:00 - 16:00 | avanne@convatec.com |
|  | France | 0 800 00 47 67 | 0 800 00 47 67 | Monday - Friday 9:00 - 17:00 | me+@convatec.com |
|  | Germany EuroTec | +49 2173 854 9800 | +49 2173 854 9800 | Monday - Friday 8:30 - 17:00 | Info@eurotec.eu |
| | Germany ConvaTec | 0800 7866200 | N/A | Monday - Friday 8:30 - 16:30 | convatec.servicede@convatec.com |
|  | Greece | 210 6564740 | N/A | Monday - Friday 9:00 - 17:00 | |
|  | Ireland | 1800 721 721 | | | stoma.webcare@convatec.com |
|  | Italy | 800 930 930 | +39 06 89 78 99 10 +39 342 33 10 078 (whatsapp only) | Monday - Friday 9:00 - 17:00 | convatel.italia@convatec.com |
|  | Latvia | 800 05 333 | 37129239673 | Monday - Thursday 9:00 - 17:00 Friday 9:00 - 16:00 | infoLV@linusmedical.com |
|  | Lithuania | 880070001 | +37061270001 | Monday - Friday 9:00 - 17:00 | pagalba@linusmedical.com |

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|  | Poland 800 120 093 00 48 608 555 539 | 800 120 093 00 48 608 555 539 | Monday - Friday 9:00 - 17:00 Monday - Friday 17:00 - 22:00 Weekends 9:00 - 15:00 | dzial.pomocy@convatec.com |
|  | Portugal 800 20 1678 | N/A | Monday - Friday 9:00 - 17:00 | convatel.pt@convatec.com |
|  | Russia 8-800-200-80-98 | 7-800-200-80-98 | Monday - Friday 9:00 - 17:00 | elena.yagupova@convatec.com |
|  | Serbia 800-10-11-02 | 800-10-11-02 | Monday - Friday 8:30 - 15:30 | office@ttmedik.co.rs |
|  | Slovakia 0800 800 111 | 0800 800 111 | Monday - Friday 8:00 - 16:30 | stomalinka@convatec.com |
|  | Slovenia 00386 80 15 45 | 00386 80 15 45 | Monday - Friday | www.vsm.si |
|  | Spain 900 30 40 50 | +34 936 023 737 | Monday - Thursday 9:00 - 17:00 Friday 9:00 - 15:00 | infotec@convatec.com |
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