

Total service : 24 hours, 365 days : unique after sales service / from Tricity Bendix.

Contributors

Tricity Bendix.

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TOTAL SERVICE

**TOTAL
SERVICE**

**24 HOURS
365 DAYS**



UNIQUE
AFTER SALES SERVICE
FROM

TRICITY BENDIX

we'll do the homework

TOTAL SERVICE

TOTAL SERVICE
24 HOURS
365 DAYS

You expect your new appliance to be at your service 24 hours a day, 365 days a year. Why should you expect less from the people who will keep your appliance in running order should anything go wrong?

We believe you are right to expect the best and for that reason we have introduced

TOTAL SERVICE

An unrivalled eight point after sales service package. These benefits, unless otherwise stated, are available for the life of your appliance.

1 24 HOURS A DAY 365 DAYS A YEAR AVAILABILITY

- ▶ From 9.00am to 5.00pm weekdays, and 9.00am to 4.00pm Saturdays contact your local Service Office.
- ▶ Outside these hours you will be able to speak to one of our employees – not an answerphone! They will personally ensure the Local Service Office contacts you the following working morning.

The out of hours phone numbers to use are:

PHONE NO.	SERVICE OFFICES COVERED
0272 290207	Portsmouth, Tonbridge, Oxford, Cardiff, Bristol.
041 333 1686	Aberdeen, Belfast, Glasgow.
0532 455741	Newton Aycliffe, Liverpool, Birmingham, Leicester, Leeds.
081 539 8253	London West, South and North, Canvey Island.

2 SATURDAY SERVICE

All Tricity Bendix service offices are open from 9.00am to 4.00pm on Saturdays. This is an ideal service for the working family – no need to use up annual holidays waiting for an engineer to call.

3 GUARANTEED SAME DAY/ NEXT DAY CALL OUT – OR WE PAY YOU!

- ▶ If you call before 10.00am we will call out the SAME DAY.
- ▶ If you call after 10.00am we will call out the NEXT DAY.
- ▶ If we fail we will pay £15.

4 SAME DAY/NEXT DAY CALL OUT FOR BREAKDOWNS

If you have an appliance (cooker, fridge freezer or washing machine) which has suffered a complete failure we will call out the next day – including Saturdays providing the call is received before 5.00pm on Friday.

In the event of a Freezer breakdown we will also replace the contents up to a value of £100 if we fail to call.

5 BOOKABLE OUT OF HOURS SERVICE

Out of hours service is available for a small extra charge during the following hours, not guaranteed within 2 days. Call must be received during working hours.

7.30 – 8.30am Monday to Friday
5.00 – 8.00pm

This is ideal for the working family.

6 BOOKABLE 9.00AM/2.00PM CALLS

For no extra charge a 9.00am or 2.00pm call can be booked. Not guaranteed within 2 days.

7 IN GUARANTEE REPAIRS COMPLETE WITHIN 5 DAYS – OR WE OFFER YOU A REPLACEMENT

During the first twelve months we promise to repair your appliance within 5 working days. If we fail, we will offer you a replacement!

8 12 MONTHS PARTS AND LABOUR GUARANTEE

All Tricity Bendix appliances come with a one year parts and labour guarantee.

Any repairs we make also have the same guarantee. This does not affect your statutory rights.



TOTAL SERVICE

To find your local Service Office and "out-of-hours" phone line, look for the first two letters of your postcode.

AREA	SERVICE OFFICE	POSTAL AREAS COVERED	WORKING HOURS PHONE NUMBER
SOUTH/WEST	Bristol	BA BS SN TA	0272 211876
		EX PL TQ TR	0626 65909
	Cardiff	CF HR LD NP SA	0222 460131
	Oxford	GL HP NN OX SL RG	0993 704411
	Portsmouth	BH DT PO SO SP KT GU	0705 667411
		CT DA ME TN	0732 357722
Tonbridge	BN RH	0273 694341	
"OUT-OF-HOURS" PHONE NUMBER 0272 290207			
IRELAND/ SCOTLAND	Aberdeen	DD IV KW AB PH	0224 696569
	Belfast	BT	0232 746591
	Glasgow	KY EH TD FK DG KA ML G PA	041 647 4381
"OUT-OF-HOURS" PHONE NUMBER 041 333 1686			
SOUTH/EAST	Canvey Island	RM CM SS CO IG	0268 694144
	London South	SE SM CR BR SW	081 658 9069
	London North	E EC WC N NW W EN	081 443 3464
	London West	AL CB LU MK SG WD HA UB TW	081 965 9699
"OUT-OF-HOURS" PHONE NUMBER 081 539 8253			
NORTH/MIDLANDS	Birmingham	WR DY B WV TF ST SY WS	021 358 7076
		CA DL DH NE SR TS	0325 301400
	Newton Aycliffe	SK M BL OL BB	0282 74621/2/3/4
	Leeds	S DN HU YO WF HX HD LS HG BD	0532 608511
	Leicester	LE DE CV NG LN PE IP NR	0533 515131
Liverpool	CW CH LLL WA WN PR FY LA	051 254 1724	
"OUT-OF-HOURS" PHONE NUMBER 0532 455741			

WORKING HOURS 9AM – 5PM MONDAY TO FRIDAY
9AM – 4PM SATURDAY

All other times phone "OUT-OF-HOURS" number.

TERMS AND CONDITIONS

- 2 working days call out applies where reasonable access to mainland service facilities are available.
- Breakdown promise only applies for complete product breakdown where food hygiene is at risk.
- Replacement of food in the event of Freezer breakdown will require proof of the value of contents.
- Bookable calls cannot be guaranteed within 2 days.
- Contact local service office to obtain cost of out of hours calls.