



# Service & Returns Procedure

Faulty Products & Damaged Goods - Manufacturer Information



20.08.2020

SUPPLIER	TELEPHONE NO	DAMAGED UNDER 28 DAYS	FAULTY
AMICA (C.D.A)	01949 862012 • <b>EMAIL:</b> amicaservice@cda.eu	✓	✓
BEXEL	0330 053 9186 • <b>EMAIL:</b> bexel@0800repair.com	✓	✓
BOSCH	0844 8928 979	✗	✓
CANDY	0844 3712 757	✓	✓
CAPLE	0117 938 7420	In both instances contact Caple directly for further information	
EBAC	01388 605061 <b>EMAIL:</b> customer.service@ebac.com	✓	✓
FRIDGEMASTER GORENJE HISENSE	<b>FRIDGEMASTER &amp; HISENSE</b> <b>EMAIL:</b> service@hisense.co.uk <b>SPARE PARTS:</b> 0191 387 0804 <b>EMAIL:</b> dedicatedteam1@0800repair.com <b>GORENJE EMAIL:</b> customerserviceuk@gorenje.com	✓ Photos are required of damaged original packaging	✓
HOOVER	0844 4995 599 / 03444 995599	✓	✓
HOTPOINT - CREDA INDESIT - CANNON	0844 8241 999	✓	✓
KEG	01759 487827	✗ Contact Portway Returns Department for Further Instruction. Photos are required of damaged original packaging	✓ Consumer must contact Service Number for all faulty items BEFORE any exchange takes place.
LIEBHERR	0333 0147 888	✓	✓
SAMSUNG	<b>RETAILER USE ONLY:</b> 0330 726 2583	✓ Photos are required of damaged original packaging	✓
NEW WORLD SIMFER	<b>NEW WORLD GUARANTEES:</b> 0333 305 2263 <b>NEW WORLD SERVICE:</b> 01759 487821 <b>SIMFER GUARANTEE &amp; SERVICE:</b> 01759 487821	✗ Contact Portway Returns Department for Further Instruction. Photos are required of damaged original packaging	✓ Consumer must contact Service Number for all faulty items BEFORE any exchange takes place.
WHITE KNIGHT	01422 203963 / 0844 8797 422 <b>EMAIL:</b> uplifts@crosslee.co.uk	✓	✓

✓ - Needs Manufacturer Authority Uplift Number ✗ - Does not need Manufacturer Uplift Number, Please contact Portway Service Team on **01264 367703** or email [returns@portwayonline.co.uk](mailto:returns@portwayonline.co.uk) • **All reports of damage must be reported within 28 Days**