



# Service & Returns Procedure

Faulty Products & Damaged Goods - Manufacturer Information



SUPPLIER	CONTACT DETAILS	DAMAGED UNDER 28 DAYS	FAULTY	FAULTY UNDER 28 DAYS *CONTACT BELOW FIRST DO NO UPLIFT*
AMICA C.D.A	TEL: 01949 862012 EMAIL: amicaservice@cda.eu	CONTACT AMICA C.D.A	✓	CONTACT AMICA C.D.A
BOSCH	TEL: 0344 892 8979	PORTWAY DOMESTIC APPLIANCES RETURNS DEPARTMENT - returns@portwayonline.co.uk	PORTWAY DOMESTIC APPLIANCES RETURNS DEPARTMENT - returns@portwayonline.co.uk	PORTWAY DOMESTIC APPLIANCES RETURNS DEPARTMENT - returns@portwayonline.co.uk
CAPLE	TEL: 0117 938 7420	CONTACT CAPLE DIRECT	CONTACT CAPLE DIRECT	CONTACT CAPLE DIRECT
HISENSE / FRIDGEMASTER <b>*2 YEAR WARRANTY ON PORTWAY MODELS</b>	Consumer Line : 0191 387 0804 Retailer Email: service@hisense.co.uk	✓ Contact Portway Returns Dept. for further instruction returns@portwayonline.co.uk Photos are required original packaging	✓	CONTACT HISENSE/FRIDGEMASTER
HOOVER / CANDY	TEL: 0344 499 5599 EMAIL: field.sales@hoovercandy.com	✓	✓	CONTACT HOOVER/CANDY
HOTPOINT / INDESIT	Retailers Only TEL: 03448 241 999 EMAIL: uk_retailersupport@europeanappliances.com	✓	✓	CONTACT HOTPOINT/INDESIT
LIEBHERR	TEL: 0333 0147 888	✓	✓	CONTACT LIEBHERR
ESATTO	TEL: 01759 487 829 EMAIL: admin@appliancesupport.co.uk	✓ Contact Portway Returns Dept. for further instruction returns@portwayonline.co.uk Photos are required original packaging	✓	CONTACT ESATTO
NEW WORLD	TEL: 03333 052 263 EMAIL: admin@appliancesupport.co.uk	✓ Contact Portway Returns Dept. for further instruction returns@portwayonline.co.uk Photos are required original packaging	✓	CONTACT NEW WORLD
SIMFER	TEL: 01759 487 821 EMAIL: admin@appliancesupport.co.uk	✓ Contact Portway Returns Dept. for further instruction returns@portwayonline.co.uk Photos are required original packaging	✓	CONTACT SIMFER

All Faulty Units Must Be Left In Situ ✓ - Needs Manufacturer Authority Uplift Number

All Damage Must Be Reported Within 28 Days Of Delivery \* All returns enquires must be emailed to returns@portwayonline.co.uk

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