



Service & Returns Procedure

Faulty Products & Damaged Goods - Manufacturer Information



SUPPLIER	TELEPHONE NO	DAMAGED UNDER 28 DAYS	FAULTY
AMICA (C.D.A)	01949 862012 EMAIL: amicaservice@cda.eu customercare@ca.eu	√	√
BOSCH	0344 892 8979	X	√
CAPLE	0117 938 7420	In both instances contact Caple directly for further information	
EBAC	0345 805 0000 EMAIL: customer.service@ebac.com	√	√
ELICA	EMAIL: sales@drcookerhoods.co.uk SERVICE TEAM: service@drcookerhoods.co.uk 01252 351111 Option 2	√	√
FRIDGEMASTER HISENSE GORENJE	CUSTOMER NO: 0191 387 0804 DEALER ONLY EMAIL: service@hisense.co.uk CUSTOMER NO: 0121 766 2212 EMAIL: customerserviceuk@gorenje.com	√ Contact Portway Returns Department for Further Instruction. Photos are required of damaged original packaging	√
HOOVER CANDY	0344 499 5599 EMAIL: field.sales@hoovercandy.com	√	√
HOTPOINT INDESIT	0344 822 4224 EMAIL: uk_ie_traderelations@whirlpool.com	√	√
KEG	01759 487827 EMAIL: admin@appliancesupport.co.uk SPARE PARTS: www.partsplace.co.uk	X Contact Portway Returns Department for Further Instruction. Photos are required of	√ Consumer must contact Service Number for all faulty items BEFORE
LIEBHERR	0333 0147 888	√	√
NEW WORLD	NEW WORLD SERVICE: 0333 305 2263 EMAIL: admin@appliancesupport.co.uk SPARE PARTS: www.partsplace.co.uk	X Contact Portway Returns Department for Further Instruction. Photos are required of	√ Consumer must contact Service Number for all faulty items BEFORE
SIMFER	SIMFER SERVICE: 01759 487821 EMAIL: admin@appliancesupport.co.uk SPARE PARTS: www.partsplace.co.uk	X 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.
VESTFROST	01264 334596 Opt 1 EMAIL: sales@portwaycommercial.co.uk	√	√

√ - Needs Manufacturer Authority Uplift Number X - Does not need Manufacturer Uplift Number

Please email the Portway Service Team on returns@portwayonline.co.uk • All reports of damage must be reported within 28 Days