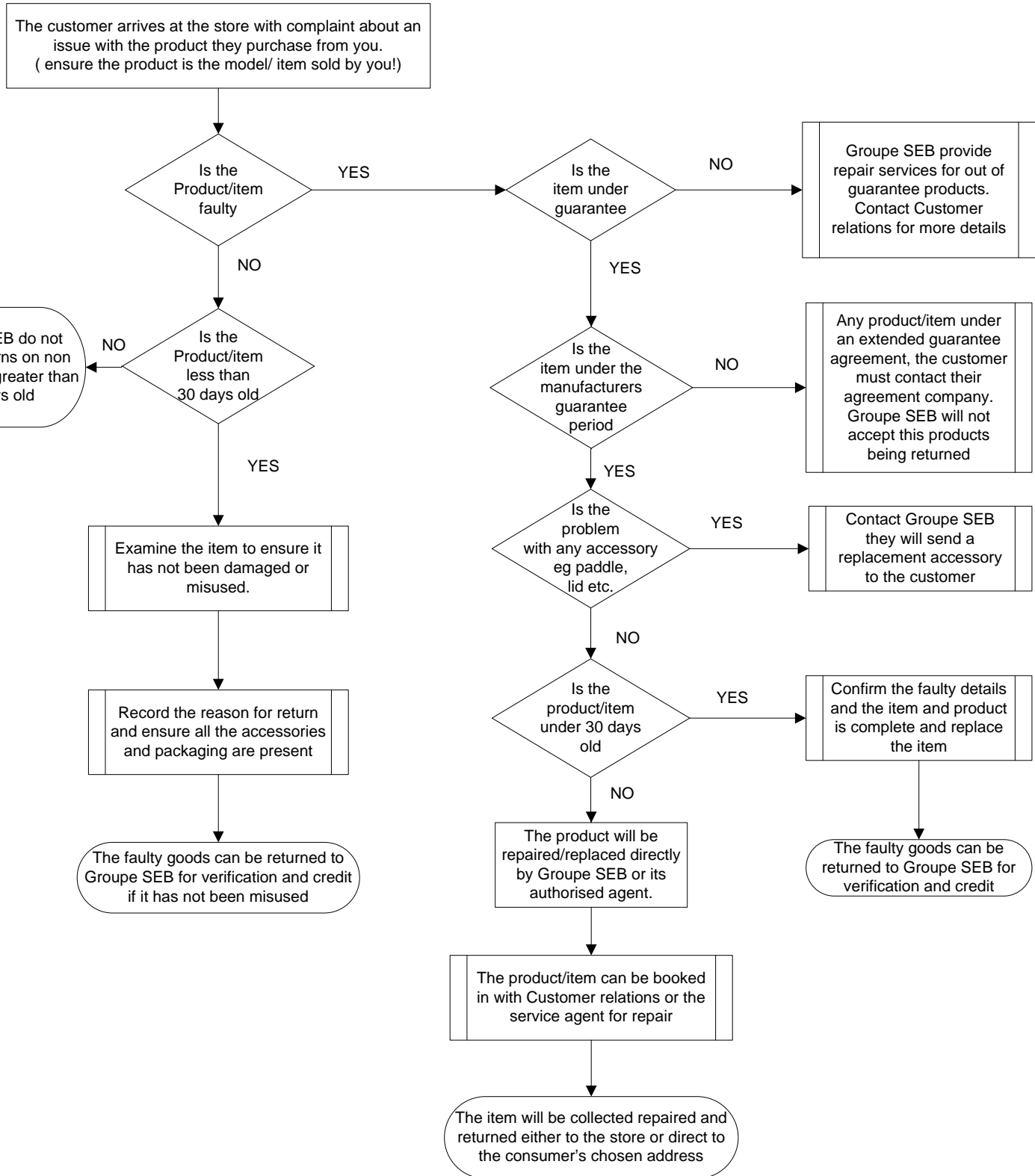


Managing customer Electrical product returns

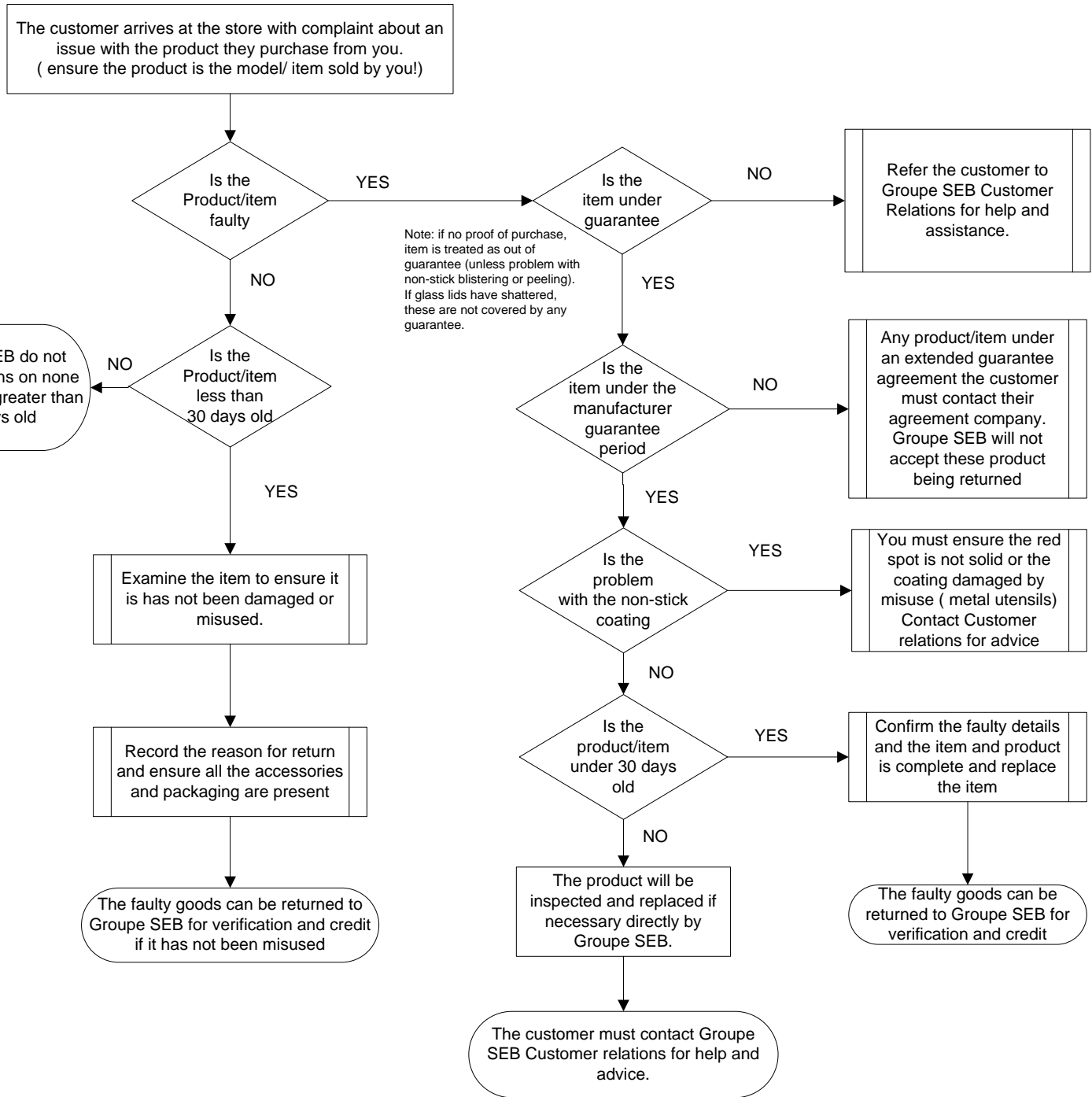
This document is intended as a guideline to help deal with faulty products brought back to the store, follow the simple steps below to deliver the correct information to your customer.



Product Type	Guarantee Period	Customer Relations Dept	Brand website address	Returns Dept Number
Electricals				
Tefal	2 year	0345 602 1454	www.tefal.co.uk	0845 111 1319
Krups	2 years	0345 330 6460	www.krups.co.uk	0845 111 1319
Krups "Dolce Gusto"	2 years	0800 707 6066	www.krups.co.uk	0845 111 1319
Krups "Nespresso"	3 years	0800 442 442	www.krups.co.uk	0845 111 1319
Rowenta	2 year	0345 602 1454	www.rowenta.co.uk	0845 111 1319

Managing customer Cookware product returns

This document is intended as a guideline to help deal with faulty products brought back to the store, follow the simple steps below to deliver the correct information to your customer.



Use and care guides and frequently ask question for inspecting/review cookware issues are available on the Tefal Website. www.tefal.co.uk