

Aftersales Contact Form

Retailer/Order Details:

All Fields Are Mandatory

Date: _____ Name: _____ Position: _____

Acc Ref: _____ Acc Name: _____ Del Note: _____

Address: _____

Post Code: _____ Phone No: _____ Fax: _____

Email: _____ Mobile: _____

Consumer/End User Details:

All Fields Are Mandatory

Date of delivery to consumer: _____ Name: _____

Address: _____

Post Code: _____ Phone No: _____ Mobile No: _____

Email: _____

Please provide full details on the product that you are reporting the issue on. Failure to include the product code found on your invoice/delivery note may result in a delay with our response time.

Full Product Description: _____

Product Code: _____ Product Installed: Yes/No Installation Date: _____

Please provide as much detail regarding your product issue as possible. Please e-mail an image any fault/damage, a full image of the original item and an image of any spare part required so we can fully identify the items. Failure to do so may result in a delay with our response time.

Detailed description of issue: _____

All Spares will incur a postage/delivery charge that will be advised on prior to despatch unless a shortage has been notified within 6 months of the original delivery. Spares parts supplied outside of the terms of our guarantee will be chargeable for the item and postage/delivery.

Fax Back on: 0113 201 2268 Email Back: customerservices@phoenix-uk.co.uk

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