

Service charter-Servisen godisen dogovor



Service Charter Electrolux Group Macedonia



Service requests received will be attended to by a first visit within five working days.

An emergency service is available for reported gas leaks on cooking appliances, refrigeration appliances up to four weeks old and general appliances, which fail on, switch on. These calls will be attended to within 24 hours of receiving the request.

Service warranty requests which are not as a result of a manufacturers defect (incorrect installation or misuse) will be chargeable.

The service charges range from 65 euro to 140 euro plus DDV depending on the complexity and time of the repair.

Appliances, which are deemed uneconomical to repair, an offer of a replacement appliance will be made on a reducing scale depending on the age of the appliance.

All Service requests must be emailed, faxed or phoned to the Bitola-Skopje Service Call Centre.+389(0) 47 203900,+389 (0)2 329 8 130

It is the decision of the service controller to authorize a replacement appliance under warranty. It is the responsibility of the service agent to advise the service controller of the inspection. If the replacement cannot be delivered from our warehouse in a reasonable time frame the local retailer may be requested to supply the replacement to the customer.

To avail of a warranty repair the customer must have available a copy of the purchase receipt for the service agent to inspect. Failure to supply a receipt may lead the customer being charged for the repair.

In relation to floor care products any product under 12 months old which have a retail value of less than 110 euro may be replaced by the retailer without a service inspection. The replacement is only made where the retailer can confirm that the product failed due to manufacturer defect.

In order for the retailer to receive credit on the product the silver data plate located underneath the product should be removed and posted to the service administrator for credit. There is no need to return the actual product, this can be disposed of by the retailer under the WEEE agreement.

It is the policy of Electrolux – Електролукс Service Macedonia to carry out regular surveys with our customers to ensure we provide a quality after sales service.

Palenzo Dimche /Generalen manager

Head Of After Sales

Electrolux Group Macedonia .

www.electrolux.com.mk

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