

AFTERSALES AGREEMENT

Working with Be Modern Ltd

Head office

Be Modern Ltd
19-34 Bedesway
Bede Trading Estate
Jarrow
NE32 3BE
www.bemodern.co.uk

Be Modern Customer Services

Email: customerservices@bemodern.co.uk

Joanne Bolton	Customer Services Manager
Hazel Reed	Customer Service Adviser

Tel: 0191 4300901
Fax: 0191 4309522

The Service We Offer

- On receipt of your completed Service Request form, we will endeavour to contact the occupier within 24 hours and confirm the nature of the fault.
- These details will be passed to our engineers the same day. The engineer will contact the occupier within 48 hours and arrange a suitable appointment.
- Appointment to be attended within 14 days of engineers contact.

Please note that the above time scales are subject to normal weekends and bank holiday exclusions.

How to report a fault

Complete and return the "Service Request Form" and return to the Customer Service department by fax or email.

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SERVICE REQUEST

It is important that this form is completed with as much information as is available (mandatory fields are marked *).

Please ensure that all faults are confirmed before submitting this form and note that any non-warranty attendances will incur a call out charge.

NAME OF SOCIAL LANDLORD:

DATE OF REQUEST:

PART 1: CONTACT DETAILS OF PERSON REQUESTING SERVICE

Name:*

Address:*

Postcode:*

Telephone Number:*

Mobile Number:*

Email:*

PART 2: CONTACT DETAILS OF INSTALLER

Name:

Address:

Postcode:

Telephone Number:

Mobile Number:

Email:

PART 3: PRODUCT INFORMATION

Product Name:

Controls (please mark box as appropriate): Standard Remote Control Top Control

Colour / Finish:

Date of Installation:

Detailed Description of Fault:

Fault Confirmed by Engineer (please mark box as appropriate): Yes No

PART 4: CONTACT DETAILS OF TENANT

Name:*

Address:*

Postcode:*

Telephone Number:*

Mobile Number:*

Additional Notes:*

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Your warranty

Your Be Modern product is covered under a 60 month warranty.

This is effective for 60 months after the date of installation. In conjunction with installations from March 2014 and is in respect of manufacturing faults and electrical faults. Should you experience any faults during this period please report this directly to Be Modern Customer Services.

Your warranty does not include faults that have developed through:

Damage or inferior workmanship practices whilst the 'Product' is being installed

b. Damage caused by mis-use of the 'Product' or where normal standards of care, cleaning and use have not been complied with.

c. Damage through a malfunction or an inadequately installed electric fire.

d. Damage or defects due to mis-use, accident or unauthorised alterations.

Note: All lamps supplied with the product are classed as consumable items, and are the occupier's responsibility to replace with the exclusion of L.E.D models.