

Aftercare:

Whilst Bertazzoni Appliances are built and finished to a superior quality standard (and they have one of the lowest repair requirements in the industry), occasionally, their after-care team are required to assist with faults, advise customers on correct usage and maintenance of their appliances.

Bertazzoni provides a 2 year parts and labour warranty against manufacturing or design defects.

They have partnered with premium appliance service specialists, MRCR, to ensure their customers only receive the best after care service in the market. MRCR focuses on putting the customer experience first and getting their customers back to enjoying their Bertazzoni appliances as efficiently as possible. Many of the team at MRCR, have been to the Bertazzoni Italian factory - working side by side with their technical team, they have naturally gained the best training, knowledgebase & support available. MRCR only uses genuine parts and orders directly from the Bertazzoni factory.

For when the Bertazzoni after-care team are required to assist, please contact our team at MRCR via the below contact details:

Phone: 03333 443422

Email: ukservice@bertazzoni.com

When contacting our team, please ensure you have the following information to hand:

- Model Number
- Serial Number
- Date of Completed Delivery
- Full Contact details and address of the appliance

MRCR can also provide options for yearly service plans, past the 2-year warranty period. For further details, please contact MRCR directly.

Damage and Escalations:

Please check for damage on delivery and advise our logistic teams immediately (also capture images), so it can be assessed by the team and rejected on delivery if required. Once the delivery has been completed and signed for by the customer, the delivery has been confirmed as products in good condition, any damage found/claimed after the delivery is signed for by the customer SMG Surfaces or Bertazzoni are not liable for.

Even if an issue is spotted on delivery/installation, please contact our service team immediately. Many issues raised with our team are usually resolved without compromising the appliance and removes the need to remove the appliance from the property. As a green company, Bertazzoni are keen to reduce waste in their industry - where they can fix minor or cosmetic issues; they will always repair through their premium after care team.

Any requests for replacement product(s), need to be approved directly with SMG Surfaces, prior to removing the product from the customer's property. Our After-care team will always need to assess either in person or via the telephone. In nearly all cases, it is quicker and more efficient to repair rather than replace.