

Delivery and Aftercare Policy

BERTAZZONI APPLIANCE SHOP ORDERS ONLY

Delivery

We offer delivery to the whole of the UK, via delivery specialists used by Bertazzoni.

Current delivery costs as are follows:

- 60cm Range cookers - £156
- All other Range Cookers - £192
- Hoods, Splashbacks and Built-in Appliances - £66
- Accessories - £24
- Large American side by side Refrigerator - £210
- All other Fridges - £192

All deliveries include: deliver, unpack, assemble components, place into room of choice and dispose of packaging. Unless declines by the customer.

Please check all items prior to signing the proof of delivery.

Please note connection of the Range cooker is to the correct power supply only. Any upgrade works that may need to take place must be done before the delivery of the cooker. Please ensure you have checked the power supplies needed for your cooker. 32amp 6mm cable for dual fuel. 45amp 10mm cable for induction.

Please note that for Dishwashers, Hobs, Hoods, Refrigerators and Ovens, as delivery does not include connection or installation, this will need to be organised by the customer and undertaken by a trained professional in order for the warranty to be valid.

All items are available to collect from our premises in Grays, RM20 4BS for free of charge. Please note that the customer should check the items prior to collection and arrange their own transport from the showroom. Ranger Disconnection, Removal or Installation services would not be available, and would need to be organised by the customer and undertaken by a trained professional in order for the warranty to be valid.

Delivery Method

All deliveries are made directly by the manufacturer. As stock is held either in the UK or Italy, delivery times will vary between 1-5 weeks. Delivery timings will be confirmed once you have placed your order. Deliveries are made by two-man home delivery service. Please notify us if there the delivery is unusual i.e. not on the ground floor, access issues, etc, as additional cost may be needed.

Additional services

Range Cooker only – Disconnection service at the time of delivery - £48

Range Cooker only – Removal at time of delivery - £60

Range Cooker only – Installation and Commission of Range cookers onto existing services, at time of delivery - £150

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 provide 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 focus 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 use genuine parts and order 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.