



Date: 01/11/2019

Customer Service Queries

A polite reminder to request that you direct any Customer Services queries to the relevant team in the first instance rather than to either Chantelle or myself.

This will allow the escalation process in place to function effectively and will minimise response times to both Retailer and Customer enquiries.

If you are not satisfied with the initial response received from the Customer Services Team then please escalate it to Chantelle and then to me for review.

Confirmation that the Customer Services Team contact details are as follows:

Customer Services (customer queries and claims)

Morgana Davies & Joanna Barrington customerservices@baileyofbristol.co.uk

Retailer Services (technical support)

Bob Swain & Darryl Wandless retailerservices@baileyofbristol.co.uk

Warranty Administration (warranty claim authorisation)

Ian Turner & Marianne Larn warranty@baileyofbristol.co.uk

Bailey Service Centre (Rapid Response visits & factory repair requests)

Ricky Harding & Danny Ford baileyrepairs@baileyofbristol.co.uk

Thank you for your on-going support and assistance.

Best regards

Dave Evans

Head of Quality