



Date: 25/10/2020

Warranty Claim Procedures

Following feedback from the Retailer Network we have reviewed the warranty administration procedure in how we respond to incomplete claims sent without the appropriate supporting documentation (e.g. damp reports) or photographs.

Currently any warranty claim received without the correct supporting information is rejected and the claim has to be re-submitted in full. From now onwards these claims will be held in a pending file and the Retailer submitting the request will be advised of the missing information required.

The claim will be held in this pending file for 5 working days after which time, if the required information has not already been received, a reminder will be sent to the Retailer in question advising that the missing information is still outstanding.

After a further 5 working days if the relevant documentation has still not been provided the claim will be closed and a message will be sent to the Retailer advising a resubmission of the full claim will be required.

Hopefully this simple change to our procedure will assist in reducing your workload when submitting future Bailey warranty claims.

Should you have any queries on this matter please feel free to contact the Bailey Customer Services Team on customerservices@baileyofbristol.co.uk

Best regards

Chantelle Kimmins
Customer Services Manager