

BEAM GROUP RETURNS POLICY

FAULTY GOODS FOR RETURN TO BEAM GROUP

It is your responsibility to ensure the units you are returning for credit are faulty and meet all necessary criteria before its return. Every item must be returned in their original carton or a suitable alternative with adequate internal packaging for safe handling and to avoid transit damage. Incomplete products (e.g. missing kettle lid, mains lead, attachments etc.) or badly/dangerously packed products (e.g. loose blades, broken glass etc.) will be rejected for credit and returned to the Retailer where appropriate. A £5.00 handling charge may be raised per product.

- Goods may not be returned without prior authorisation from Beam Group
- Goods that are destroyed will not be credited
- No liability can be accepted for loss of or damage to goods returned by the customer without the prior consent of Beam Group
- The outer box for the returning goods must be clearly marked with the Retailer name
- If there is any discrepancy between goods advised as returned and the actual goods received, Beam Group will only credit the goods actually received
- An electronic Beam returns form must be completed and returned to Beam for authorisation which must include; the product model numbers, the invoice number against which the goods were originally supplied, consumer purchase and return dates and the full fault description i.e. “faulty” or “damaged” is not sufficient
- The product serial number is also required if the product is manufactured by De’Longhi, Magimix or Sage
- Beam Group may request a copy of the consumer’s proof of purchase for any product requesting uplift
- If a replacement has been requested to be sent as a direct dispatch, a second carriage charge will apply
- Any shortages or damaged stock must be reported within 3 working days from delivery date

GOOD STOCK FOR RETURN TO BEAM GROUP

- Any requests for good stock to be returned **must** be authorised by Beam and a charge of £8 will be applied for the cost of the return label; and is subject to a 10% handling charge per item
- The original carriage charge will not be credited
- Goods must be returned to us in a 100% re-saleable condition i.e. product must not be labelled or priced

FAULTY ELECTRICAL PRODUCTS OVER 30 DAYS FOR RETURN TO BEAM GROUP

It is advisable for any consumer that has a query with a product to contact the Manufacturers’ consumer helpline for advice on using their machine before returning it, noting the date and who they spoke to, to avoid any item being rejected for credit.

Manufacturers guarantee after the 30 days of purchase is an in-guarantee repair not an exchange or refund, unless otherwise stated. The consumer should ring the specific Manufacturer’s helpline to find out the address of their nearest service agent for repair under guarantee.

If the Manufacturer advises the Retailer for any reason to exchange the product an authorisation number must be obtained from the Manufacturer and supplied to Beam Group when advising of faulty goods for uplift, with a name of the customer service advisor spoken to.

PLEASE NOTE THE FOLLOWING MANUFACTURERS SPECIFIC RULES AND GUIDELINES

Any electrical item used for commercial use or used abroad will be exempt from Manufacturer warranty.

BISSELL

All products up to 30 days from the date of consumer purchase may be returned to Beam for credit.

The following information must be provided for every Bissell unit prior to uplift from Beam Group; full fault description, date of consumer purchase, and date of return.

If a fault develops more than 30 days from the consumer purchase date, the consumer must contact Bissell directly for troubleshooting. If under guarantee, a repair or replacement will be offered (according to Bissell policy) if the fault cannot be resolved over the phone.

Any refunds or exchanges given after the initial 30 day period without Beam authorisation will be regarded as the retailer's decision, and are at the retailer's cost.

BLUEAIR

All products up to 30 days from consumer date of purchase may be returned to Beam for credit providing they have a genuine manufacturer fault.

If a fault develops after 30 days from the consumer date of purchase the consumer should contact Blueair directly for troubleshooting using the online resources and contact forms here - <https://www.blueair.com/gb/content?fdid=customer-support> – or via phone/email. If under guarantee, a repair or replacement will be offered (according to Blueair policy) if the fault cannot be resolved over the phone. Once confirmed by Blueair that the unit is faulty this can then be returned to Beam for credit.

Any refunds or exchanges given after the initial 30 day period without Beam authorisation will be regarded as the retailer's decision, and are at the retailer's cost.

Air Purifiers only:

To extend the Limited Warranty from 1 year to 2 or 5 years, simply complete the online form for product registration or in the Blueair Friend mobile app.

The following information must be provided for every Blueair Air Purifier prior to uplift from Beam Group; full fault description, date of consumer purchase, and date of return.

Any products with Wi-Fi Connectivity (Classic, Sense+) can have remote troubleshooting and diagnostics directly from Blueair.

Filters only:

All Blueair filters within 30 days of consumer purchase can be returned to Beam for credit.

CUISINART

All products up to 12 months old from consumer date of purchase may be returned to Beam for credit. The following information must be advised for every Cuisinart unit prior to uplift from Beam Group; invoice number against which the goods were originally supplied, full fault details and the consumer purchase and return dates.

If a manufacturing fault develops after 12 months from consumer date of purchase, consumers are to contact Cuisinart Customer Services for advice.

DE'LONGHI

All products up to 30 days from consumer date of purchase may be returned to Beam for credit subject to inspection.

Any customer wanting to return a product after 30 days should be asked to contact De'Longhi Customer Services directly for troubleshooting and advice. De'Longhi will assess the fault and offer a repair or replacement if applicable. If a repair or replacement is not available, De'Longhi will issue a CRM reference number (in the format 800*****) that the customer should pass onto the retailer and, in turn, the retailer pass onto Beam. Please note that CRM reference numbers are only issued to customers who have been through the troubleshooting process with De'Longhi, they are not issued for delivery damage or products with faults that cannot be fixed via troubleshooting.

The following information must be advised for every De'Longhi unit prior to uplift from Beam Group; invoice number against which the goods were originally supplied, serial number, full fault details, CRM reference number (if applicable) and the consumer purchase and return dates.

DUALIT

All products up to 12 months old from consumer date of purchase may be returned to Beam for credit.

The following information must be advised for every Dualit unit prior to uplift from Beam Group; invoice number against which the goods were originally supplied, full fault details and the consumer purchase and return dates.

If a manufacturing fault develops after 12 months from consumer date of purchase, consumers are to contact Dualit Customer Services for advice.

KITCHENAID

A full refund/exchange can only be given within the first 30 days for faulty goods, with proof of purchase.

The following information must be advised for every KitchenAid unit prior to uplift from Beam Group; invoice number against which the goods were originally supplied, full fault details and the consumer purchase and return dates.

Any refunds/exchanges given by the Retailer after the initial 30 day period without KitchenAid authorisation will be regarded as the Retailer's decision and is at the Retailer's cost. Faulty goods must be returned to Whirlpool for repair under guarantee, with the exception of KitchenAid Nespresso machines; consumers will need to contact Nespresso directly for a repair under guarantee.

For appliances under guarantee there will be a free collection and delivery from any destination within the U.K. Upon inspection, providing the product has a genuine manufacturing fault, the appliance will either be repaired or replaced under guarantee.

If the product is found to be faulty due to customer misuse or no fault is found, the appliance will either be returned to the customer or if applicable a quotation for repair will be issued.

MAGIMIX

All products up to 30 days from consumer date of purchase may be returned to Beam for inspection for credit.

The following information must be advised for every Magimix unit prior to uplift from Beam Group; invoice number against which the goods were originally supplied, serial number, full fault details and the consumer purchase and return dates.

Magimix BBS inspect and test all products before a credit is authorised. Any units not found to be faulty will be rejected and returned to the Retailer at the Retailer's cost.

A full refund/exchange can only be given after the unit has been tested and approved by Magimix BBS, has a genuine manufacturing fault, is complete and safely packed. Any refunds/exchanges given by the Retailer without approval will be regarded as the Retailer's decision and is at the Retailer's cost.

After the initial 30 day period, consumers are to contact Magimix Customer Services for repair under guarantee, with the exception for Magimix Nespresso machines;

- Magimix Nespresso machines:

Consumers will need to contact Nespresso directly for a repair under guarantee.

If you need assistance from Magimix Customer Services please follow the below instructions:

There is trouble shooting available via <https://www.magimix.co.uk/> alternatively visit <https://support.magimix.co.uk/hc/en-gb> to raise a query.

NESPRESSO MACHINES

Magimix Nespresso coffee machines have a three year guarantee period

KitchenAid and Sage Nespresso coffee machines have a two year guarantee period

For all KitchenAid, Magimix and Sage Nespresso machines over 30 days, the consumer will need to contact Nespresso on 0800 442 442.

IMPORTANT – Nespresso Coffee Machines over 30 days from consumer date of purchase - If any customer brings in a Nespresso coffee machine to you, you should explain that Nespresso have an exclusive collection service for its members, which is only available to the customer when they contact Nespresso direct on **0800 442 442**. Nespresso arrange to collect the customer's machine from them and at the same time leave a loan machine for them to use. You **should not** take the machine in for the customer as they must deal direct with Nespresso and have the machine at their home to qualify for the loan machine.

NSA UK

All fans have a 2 year warranty and any fan with a genuine manufacturing fault can be returned to Beam for credit within this period. Should a customer require troubleshooting assistance please advise them to call NSA directly on 01483 527799. All items will be checked in the Beam warehouse for a genuine manufacturing fault and any products found not to be faulty will be returned to you and not credited.

SAGE

In the event of a fault or issue with a product after purchase, the consumer or Retailer should call the Sage customer service helpline directly on 0808 178 1650 or 0333 014 2970 with the exception of Nespresso machines. A customer service advisor will ask a number of questions in order to determine the appropriate course of action with the product. All calls will be logged so it is important to note the name of the customer service representative. Where a repair is deemed necessary, Sage will arrange directly with the consumer or Retailer to have the product collected, and then returned following repair. The product must be securely packaged in its original packaging. Sage will take no responsibility for any products that are received in a damaged state.

In certain instances, Sage may decide to do an on-site repair and in such instances Sage will arrange an appointment for a suitable time directly with the consumer. If it is deemed that a replacement part is required for the product Sage will arrange to despatch this directly to the consumer. Sage may request the faulty part to be returned to them. For instances where the customer service advisor confirms a fault with the product, a returns authorisation number will be issued.

The following information must be advised for every Sage unit prior to uplift from Beam Group; Sage Returns Authorisation Number, invoice number against which the goods were originally supplied, serial number, full fault details and the consumer purchase and return dates.

Sage Nespresso Machines

Up to 30 days from consumer purchase date, consumers and Retailers are required to follow the Sage returns policy as above

After the initial 30 day period, consumers are to contact Nespresso directly for a repair under guarantee.

MANUFACTURERS' GUARANTEE PERIODS

Bissell	Big Green, Sweepers (Models 2402E, 92N0E, 4105E,15D1E)	1 year
	MultiReach ION, Featherweight Pro, Pet Hair Eraser, CrossWave, SpinWave, Vac & Steam, Steam Shot, Steam Mop Select, ProHeat 2X Revolution, StainPro 4, InstaClean Wash, InstaClean Pet, InstaClean Compact, DeepClean Advanced, SpotClean Pro, Stain Eraser	2 years
	StainPro 6, StainPro 10, Stain Expert 6	5 years
	ProHeat 2X Revolution	6 years
	Sweeper (Model 34G8E)	Lifetime

Blueair	Classic Air Purifiers, Pro Air Purifiers, Sense+ Air Purifiers	5 years
	Blue Air Purifiers, Cabin Air Purifiers	2 years
	All Filters	30 days

Cuisinart	Kettles, Coffee Machines, Grinders, Stand Mixers, Wine Opener, Seasoning Mill, Soup Maker and Steamer	3 years
	All other products	5 years

DeLonghi	Air Conditioners	2 years
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Dualit	Food processors	12 years motor 3 years parts
	Classic Vario & Vario AWS Toasters	ProHeat elements 2 years, main body and other components 2 years
	All other products	1 year

KitchenAid Artisan	4L Food Processors	12 years motor 3 years parts
	Power Blender & Power Plus Blender	10 years
	3.3L, 4.8L & 6.9L Mixers & Toaster Elements	5 years
	1.5L Kettles, Blenders, Espresso Makers & Hand Blenders	3 years
	1.5L Glass Tea Kettle, Nespresso Machines, Toaster Parts	2 years
KitchenAid Range	3.1L Food processors	3 years
	1.25L & 1.7L Kettles, Coffee Machines, Diamond Blenders, Digital Scale Jar, Hand Blenders, Hand Mixers, 1.7L Food Processor, 2.1L Food Processor, 1.19L Food Chopper & Toasters	2 years
KitchenAid Classic	3.1L Food Processor, Blenders, Hand Blender, 1.19L Mini Food Processor & Mixer	2 years

KitchenAid Accessories	Food Processor & Mixer Accessories	2 years
	All other Accessories	1 year

Magimix	Food Processors and Le Duos	30 years motor 3 years parts
	Nespresso Machines	3 years
	All other products	3 years

Nespresso Machines	Magimix	3 years
	KitchenAid & Sage	2 years

Sage	The Super Q	10 years product
	The Q	7 years product
	The Bakery Boss	5 years product
	The Kitchen Wizz Pro and The Kitchen Wizz Peel and Dice	3 years product, 30 years motor
	The Citrus Press, The Citrus Press Pro, The Citrus Press Pro, The Nutri Juicer, The Nutri Juicer Cold, The Nutri Juicer Plus, The Nutri Juicer Cold Plus, The Nutri Juicer Cold XL, The Nutri Juicer Classic and The Big Squeeze	2 years product, 5 years motor
	All other products	2 years

Consumer Rights Advice

The Consumer Rights Act 2015 became law on 01 October 2015, replacing three major pieces of consumer legislation - the Sale of Goods Act, Unfair Terms in Consumer Contracts Regulations and the Supply of Goods and Services Act.

If a consumer purchased an item from 1st October 2015 the Consumer Rights Act applies

If a consumer purchased an item on or before 30th September 2015 the Sale of Goods Act will apply

Consumer's rights under the Sale of Goods Act and Consumer Rights Act are against the Retailer, not the Manufacturer. However, a warranty from a Manufacturer can be useful, and it's in addition to consumer specific legal rights. A consumer can choose whether to pursue the Retailer or the Manufacturer and neither may refuse the consumer their rights and direct him to the other. However, the Retailer in turn may have rights against their supplier.

The following is purely a quick guide to Consumer Rights which we believe you may find helpful. For full information refer to the [Consumer Rights Act 2015 Guidance for Business](#).

Distance Selling - 14 day right to cancel

If you sell goods to a consumer at a distance or off-premises then the consumer has a 14 calendar day period in which they may change their mind and cancel the contract without giving a reason. The 14 day period starts the day after the consumer, or someone selected by the consumer, receives the goods. Where different goods within an order are delivered at different times the cancellation period will run from the day after delivery of the last item. You must tell the customer if they will be responsible for paying for the return of goods if they cancel. If you don't, they're not liable for the costs. You must refund the customer within 14 days of receiving the goods back. Refunds given for good stock within the

14 calendar day period are at the Retailer's cost, a full refund is dependable on the condition of the goods. This section is regarded as the Retailer's decision and is at the Retailer's cost.

30 day right to reject

Under the Consumer Rights Act consumers have a legal right to reject goods that are unsatisfactory quality, unfit for purpose or not as described and get a full refund. This right is limited to 30 days from the consumer purchase date. After the 30 days consumers will not be legally entitled to a full refund if an item develops a fault, although sellers may offer an extended refund period. The onus is on the Retailer to confirm all faulty units returned by consumers are indeed faulty as some manufacturers will only credit faulty units upon inspection.

After the 30 days – up to the first six months

If a consumer discovers a fault within the first six months from purchase, it is presumed to have been there since the time of purchase. During this time it's up to the Retailer to prove that the fault wasn't there at the point of purchase.

If an attempt at repair or replacement has failed, consumers have the right to reject the goods for a full refund or price reduction - if they wish to keep the product. No deduction can be made from a refund in the first six months following an unsuccessful attempt at repair or replacement. This section is regarded as the Retailer's decision and is at the Retailer's cost. If a consumer prefers to keep the goods in question they can request an appropriate price reduction. This is regarded as the Retailer's decision and is at the Retailer's cost.

Six months or more

If a fault develops after six months, it is up to the consumer to prove that the product was faulty at the point of purchase and the responsibility to do so would be on the consumer, rather than the Retailer.

Repair or replace

If a consumer is outside the 30 day right to reject, consumers have to give the Retailer one opportunity to repair or replace any goods which are of unsatisfactory quality, unfit for purpose or not as described. The consumer may opt for either a repair or a replacement, but if the one that the consumer chooses is disproportionately costly to you compared to the other, or it is impossible, they will have to accept the other option.

Please check the Manufacturers specific rules and guidelines for repair or replacement under guarantee.

MANUFACTURER CUSTOMER SERVICES TELEPHONE NUMBERS

Manufacturer	Customer Services Number	Email Address	<u>Website Address</u>
Bissell	0344 888 66 44	uksupport@bissell.com	www.bisselldirect.co.uk
Blueair	0808 280 8009	info@blueair.se	www.blueair.com
Cuisinart	0370 240 6902	support@cuisinart.co.uk	www.cuisinart.co.uk
De'Longhi Customer Support	0345 222 0458	N/A	www.delonghi.com/en-gb/customer-experience/contact-us-
De'Longhi Spares (in guarantee)	03334 001750	N/A	www.delonghi.com/en-gb/customer-experience/contact-us/missing-damaged-parts
De'Longhi Spares (out of guarantee)	0844 557 6438	N/A	www.4delonghi.co.uk
Dualit	01293 652 500	info@dualit.com	www.dualit.co.uk
KitchenAid Helpline	0800 988 1266	consumercare.uk@kitchenaid.eu	www.kitchenaid.co.uk
KitchenAid Aftersales Service & Repair	01736 241039	uk_sda_kitchenaid@whirlpool.com	www.whirlpool.co.uk
Magimix	See instructions above	enquiries@magimixuk.co.uk	www.magimix.uk.com
Magimix BBS (Spares & Repairs)	01252 727 755	retail@magimix-spares.co.uk	www.magimix-spares.co.uk
NSA UK	01483 527799	sales@nsauk.com	www.nsauk.com
Nespresso	0800 442 442	www.contact.nespresso.com/contact-us	www.nespresso.com
Sage	Landline - 0808 178 1650 Mobile - 0333 014 2970	customerservice@sageappliances.co.uk	www.sageappliances.co.uk