

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 Blueair.
- 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 De'Longhi products carry a minimum guarantee period of one year. Air Conditioning Units are 2 year guarantee.

In the unlikely event of a breakdown you have access to help and advice for all De'longhi products [by clicking this link](#) or visiting <https://www.delonghi.com/en-gb/support> , if the FAQ's do not resolve your issue, please call De'longhi on 0345 222 0458.

De'Longhi undertakes within the specified period to repair or replace any part of the appliance, free of charge (with the exception of any glass or porcelain-ware incorporated in the product) found to be defective provided that;

- They are promptly informed of the defect.
- The appliance has not been altered in any way or subjected to misuse or repair by a person other than an authorised service agent for De'Longhi.
- No rights are given under this guarantee to a person acquiring the appliance second hand or for commercial or communal use.
- Any repaired or replaced appliance will be guaranteed on these terms for the unexpired portion of the guarantee.
- The need for repair has not been caused by insufficient aftercare or cleaning:
- Under no circumstances shall the application of this guarantee give rise to the complete replacement of the appliance or entitle the consumer to damages

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.

DUUX

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 Duux directly for troubleshooting using the online resources at www.duux.co.uk or email support@duux.co.uk. If, under guarantee, a repair or replacement will be offered (according to Duux policy) if the fault cannot be resolved through troubleshooting. Once confirmed by Duux 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.

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

For all 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.

MANUFACTURERS' GUARANTEE PERIODS

Bissell	ProHeat 2 x Revolution models 18583 and 20666	6 years
	StainPro 6, Hydrowave and SmartClean Pet models 20096, 2571E and 2228A	5 years
	SpotClean models 1558E, 15588, 36981 and 36982	3 years
	PowerClean and InstaClean models 2889E and 54K25	2 years
	CrossWave and SpinWave models 1713, 2224E, 2225E, 2582E, 2765E and 2052E	
	Featherweight model 2024E	
	Icon models 2602B and 2602E	
	MultiReach models 2907B	
Vac and Steam, PowerFresh and Steam Shot models 1977E, 2234E, 2635E	1 year	
Big Green Commercial models 48F3E		
Sweeper models 15D1E, 2402E, 29L9E, 34G8E, 4105E, 92N0E		

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

Cuisinart	Burr Mill model DBM8U Easy Prep Pro models FP8 Expert Prep Pro models FP1300 Griddle and Grill model GR47BU Grill and Sandwich Maker model GRSM4U Hand blender models CSB300 Pancake and Waffle Maker model WAF2U Sandwich Toaster model GRSM1U	5 years
	Grind and Brew Coffee models DGB625, DGB650 & DGB900 Ice Cream Maker models ICE100BCU, ICE30U and ICE31U Kettle models CJK429, CPK17 and CTK17 Mini Prep Pro models ECH4 Toaster models CPT160, CPT180, CPT450 and CPT78 Seasoning Mill models SG6 Spice and Nut Grinder model SG21U Stand Mixer model SM50BU Steamer model STM100U Soup Maker model SSB3U Veloce Bean to Cup Machine model EM100U Waffle Maker model CJK429U Wine Opener model CWO50U	3 years
	Cordless Range models RHB100U, RHM100U, RMC100U, RPB100U and RWO100U	2 years

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

Duux	All products including batteries, accessories and filters	2 years
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KitchenAid	Blender models 5KSB6060, 5KSB7068 and 5KSB8270	10 years
	Blender models 5KSB5080	7 years
	Blender models 5KSB4026, 5KSB4034 and KSB4054 Ceramic Bowls for Stand Mixer 5KSM2CB5 Juicer models 5KVJ0111 Stand Mixer models 5KSM125, 5KSM150PS, 5KSM156, 5KSM175PS, 5KSM185PS, 5KSM3311X, 5KSM7580X Toaster models 5KMT2204 and 5KMT4205	5 years
	Blender models 5KSB5553 Food Processor models 5KFP1335 and 5KFP1644 Kettle models 5KEK1522	3 years
	Blender models 5KSB1565 and 5KSB1585 Coffee Maker models 5KCM0512, 5KCM0802, 5KCM1204, 5KCM1208 and 5KCM1209 Food Processor models 5KFC0516, 5KFP0719, 5KFP0919 and 5KFP1325 Food Chopper models 5KFC3515 and 5KFC3516 Hand Blender models 5KHB1231 and 5KHB2571 Hand Mixer models 5KHM5110 and 5KHM9212 Juicer models 5KVJ0333 Kettle models 5KEK1032SS, 5KEK1222, 5KEK1565 and 5KEK1722 Optional Stand Mixer, Toaster, Food Processor and Hand Blender accessories Stand Mixer models 5K45SS Toaster models 5KMT2115, 5KMT2116, 5KMT221, 5KMT3115, 5KMT4116 & 5KMT5115	2 years

Magimix	Food Processors and Le Duos	30 years motor 3 years parts
	Nespresso Machines	3 years
	All other products	3 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	Website Address
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	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
Duux	N/A	support@duux.co.uk	www.duux.com
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
Nespresso	0800 442 442	www.contact.nespresso.com/contact-us	www.nespresso.com