

WHY BUYING FROM STEARN COMMERCIAL SUPPLIES MAKES COMMERCIAL SENSE...

1. RANGE

- An extensive range of products from over 100 top manufacturers.

2. STOCK & VALUE FOR MONEY

- Excellent stock availability from nationwide branch network.
- Stearn's substantial buying power ensures you have access to the very best prices.

3. DELIVERY SERVICE

- Free delivery to your account address or stores, with no minimum order value.
- Next day delivery to most areas, subject to stock availability.

4. SPECIALIST SALES ADVICE & QUOTATIONS

- Quotations provided for bulk requirements.
- Bespoke quotations provided for special requirements.
- Please call one of our regional centres (see back cover for details) or email: commercial.supplies@stearn.co.uk

5. SALES MANAGERS

- Knowledgeable Field Sales teams are available to discuss your future requirements.

6. EASY TO ORDER FACILITY

- We accept official orders from all Public Sector, Local Authorities, Government Bodies, Universities and the NHS.
- Government Purchase and Visa Purchasing cards accepted.
- Stearn account holders enjoy 30 day credit and guarantee free receipt of Stearn Commercial Supplies Publications.

7. EASY PAYMENT

- We accept payments by cheque, BACs, Corporate Purchase cards and most credit and debit cards.

8. EXTENDED WARRANTIES

- Take advantage of our excellent scheme and extend your manufacturer's 1 year warranty by 2 or 4 extra years. Giving peace of mind and no unforeseen breakdown repair costs for 3 or 5 years.
- Prices on application.

9. DAMAGED OR FAULTY GOODS

- Please report any damage to goods immediately, if you have faulty goods and are unsure how to proceed with the manufacturer's warranty. Please call your local Stearn branch, all the information you will need is on the delivery note or invoice, please have this handy when you call.

10. CUSTOMER CONFIDENCE

- Our aim is to deliver total customer confidence in all we undertake.
- To get it right first time and every time.
- To exceed our customers expectations.

STEARN

Your Other Warehouse

WITH STEARN YOU CAN BUY WITH CONFIDENCE

OUR WARRANTY BACK UP IS YOUR ASSURANCE:

PRODUCT WARRANTY

Large Domestic Appliances:

Laundry, Refrigeration, Dishwashers, Cooking Appliances etc.

The manufacturers' warranty period is one year, unless otherwise stated.

The customer should refer to the manufacturer using the contact number stated who will undertake all genuine in-warranty repairs.

The manufacturer or the manufacturers' nominated service agent will carry out these repairs free of charge.

Warranty does not include damage, misuse or abuse of a product. It is recommended that you always work through the manufacturers' trouble shooting guides before requesting a service call out as if the fault is not identified as a manufacturing fault, there may be a charge made.

Please Note! Calling out manufacturers' service engineers to an appliance that has been damaged, misused or abused is not a free service, call-out and repair charges will apply.

COMMERCIAL USE OR COMMERCIAL PREMISES:

Occasionally, staff at the manufacturers call centres may advise that in-warranty repairs are invalid for domestic products in commercial use, i.e. schools, offices, hospitals etc. However, domestic appliances used in a domestic way on commercial premises are covered; therefore please ask to speak to a supervisor to resolve any issue immediately. If you are still unable to resolve the issue, please obtain the name of the person refusing warranty service, contact your local Stearn centre with the details and they will intercede on your behalf.

Please Note! If you choose to use a domestic appliance for a purpose where a commercial machine is clearly required, then the domestic warranty will be invalidated.

Extended Warranties

Extended Warranties offering an Additional 2, 3 or 4 years are available on the following range of products:

Built In Electric Cooker
Freestanding Electric Cooker
Freestanding Gas Cooker

Built In Gas Cooker
Tumble Dryer
Built In Electric Hob

Fridge Freezer
Range Cooker
Built In Gas Hob

Washer Dryer
Dishwasher
Freezer

Larder Fridge
Microwave
Washing Machine

Please contact your local Stearn or National Accounts for further details

STEARN

Your Other Warehouse

STEARN ELECTRIC CO LIMITED