

Residential Warranty Exchange

Consumer Services



High value consumer electronics such as LCD, Plasma TV's and projectors are becoming more common place in the home. This makes any warranty exchange more difficult to manage with respect to return transportation due to the size and in most cases the packaging will have been disposed of.

Through our Residential Warranty Exchange Service, we will manage the process to ensure a coordinated exchange and safe return of the faulty unit. This includes booking the appointment, collecting the unit, repackaging it and safely returning it to the supplier. We will provide a dedicated vehicle and packaging for the safe return of the units.

echo can offer additional service enhancements such as holding warranty exchange stock, faulty unit verification on its return and pre-testing and configuration of out going items

Features

- Dedicated vehicle collections
- Re-packaging materials
- Holding warranty exchange stock
- Per event pricing
- Two man teams
- Pre and post testing and configuration
- Accredited and security cleared engineers
- Trace and track utilising PDA technologies
- Secure and suitable warehousing

Benefits

- Timely and efficient service
- Appointment bookings
- Re-packing of return units
- Residential and educational locations

Contact Us

General Sales

0845 124 1734

Courier Collections

0845 120 7333

Main Switchboard

0845 124 1700

Head Office

Unit 30, High Park Drive
Wolverton Mill East
Milton Keynes
MK12 5TT

Telephone: +44 (0)845 124 1734
Facsimile: +44 (0)1908 441 750

www.echo ltd.com

