

## Warranty & Non-Warranty Claims Process

Below is the **NEW** process for handling Perrin & Rowe consumer purchases **over 30 days old**, covering both warranty and non-warranty claims. This ensures clarity and efficiency in resolving consumer concerns.

For purchases **under 30 days old**, consumers are protected by the **Consumer Rights Act** and the **Sale of Goods Act**. They have the legal right to request a refund or replacement if the goods are of unsatisfactory quality, unfit for purpose, or not as described. If they prefer a repair, Perrin & Rowe will be happy to facilitate this as part of a warranty claim.

### Step 1: Product Registration

Before any claim can be processed, the consumer must register their product and provide their proof of purchase. This ensures that we have a full record of ownership and eligibility for warranty service. Here is the link [Register Your Product | Perrin & Rowe](#)

### Step 2: Contacting Customer Service

Once registration is completed, the consumer should reach out to our after-sales Customer Service team on **01708 526361, Option 1**. As the manufacturer, we are directly responsible for handling **all after-sales support**, ensuring that consumers receive the highest standard of care and technical assistance. Our technically trained agents will conduct a root cause analysis to determine whether there is a simple fix or if further action is required.

### Step 3: Resolution & Spare Part Distribution

If a replacement part is necessary, Customer Service will arrange for the required components to be sent directly to the consumer. Managing this process internally, allows us to maintain full traceability of warranty and non-warranty discussions as well as track what spare parts have been dispatched.

### Step 4: Professional Help Not Always Required!

One of the key advantages of our products is that they are designed to be fully self-serviceable. In fact, around **90% of the time**, consumers can handle simple repairs or replacements on their own, without the need for professional help. By reaching out to our Customer Service team, they'll receive detailed changeover guides to confidently complete the process themselves.

### Why Perrin & Rowe Customer Service?

Since we, the manufacturer, manage all after-sales support directly, we can provide the most accurate guidance and resolutions tailored to each consumer's needs. This allows us to maintain full traceability of warranty and non-warranty discussions while ensuring that any required spare parts are sent promptly. Our Customer Service team holds an **outstanding 4.7-star rating on Trustpilot**, reflecting our commitment to delivering expert, personalised support.

By implementing this streamlined approach, we ensure a fast and transparent resolution for consumers while maintaining an efficient system for tracking all claims and parts distribution.