

Dear Valued Retail Partner,

We are writing to request that the below information is provided to our service partners at the time of raising a service request. This is to help the efficiency of our service process and overall turnaround time for all our customers.

Please find a checklist below to help you with this.

<b>Customer name</b>	
<b>Customer contact number and/or email address</b>	
<b>Store contact details</b>	
<b>Customer's proof of purchase (inside AND outside of warranty)</b>	
<b>Model and serial number of the appliance</b>	
<b>A description of the fault and what troubleshooting has already been done</b>	
<b>Check the customer is using genuine Miele accessories and is maintaining the cleaning/replenishment of filters, dust bags, canisters and floorheads</b>	
<b>The return address to send the appliance back to</b>	

Should you have any questions or feedback do not hesitate to contact us.

Thank you for your ongoing support.

Kind Regards,

Miele Floorcare Team