



TECHNICAL BULLETIN

No. 2009 - 02	Title: Boiler & Parts Returns Policy	Issue date: 03-03-2009
-------------------------	--	----------------------------------

To all Heating Merchants & Service Engineers.

As a valued customer to Firebird, we would like to make you aware of our continuous improvement policies.

Returns Policy:

All boilers / Burners / Parts / others returns to Firebird, will no longer be accepted by our dispatch personnel unless the following information is fully documented:

- a) Name & address of customer.
- b) Contact number of customer.
- c) Name & address of merchant.
- d) Contact number of merchant.
- e) Type of boiler.
- f) Detailed description of problem.
- g) Date of purchase of boiler.
- h) Name of service engineer the call was given to.
- i) Job number clearly marked on the boiler / burner part / order.

Boilers / Burners or parts will no longer be given free of charge. There will be a charge submitted to the contact person on the purchase order form. This will be fully refunded upon finding of investigation. We hope this will make the traceability of all concerned more efficient and therefore improving our customer satisfaction and our products.

Trusting the above is to your satisfaction, Please do not hesitate to contact us, should you require further clarification. We thank you for your continued business and support.

Regards,

Denise Moynihan,
Quality & Safety Manager.

Firebird Boilers
Údarás Industrial Estate
Baile Mhic Íre,
County Cork
T: 026 – 45253
E: info@firebird.ie

Firebird Products
Shean, Forkhill
Newry
BT35 9SY
T: 028 - 3088 8330
E: firebirdproducts@hotmail.co.uk

Firebird UK
Lee Mill Industrial Estate
Ivybridge
PL21 9PE
T: 01752 - 691177
E: info@firebirduk.co.uk