

Ridgeway Furniture

6/50 Raubers Road,
Banyo QLD 4014

ABN 49 160 586 541
JL Investments Group PTY. LTD.

Phone: 07 3267 1121
Fax: 07 3267 8685

Dear Valued Customers,

When Customer Service enquires raised, please make sure that all the following items are attached:

1. **Photos of the issue (IF THE ISSUE IS INTERNAL PLEASE SEND THROUGH THE VIDEO FOOTAGES)**
2. **Original Ridgeway invoice number**
3. **Copy of store customer invoice / delivery doc. with the date of purchase visible**
4. **Detailed description of the issue**

Any customer service enquiries made over the phone, will also need an email sent with all the above information. Ridgeway will not be able to process any customer service inquiries without this information.

Once this information is received, a response will be given within 5 business days. A RA*/CS* ticket number will be issue if it is entitled for the Warranty Service Claim. These processes are vital for ensuring all service issues are dealt with in the most time effective manner.

N.B

1. Definition:
RA: Return Authorization;
CS: Customer Service. The CS number should not be used for any returned goods.
2. All returns to our warehouse need this information (RA number) **prior** to returning the stock, no stock will be received otherwise.
3. All returns need to attach the **RA** number ticket which issued by Ridgeway once the claim is approved.
4. All returns need back to base fully packaged, freight is additional, and Ridgeway **only** cover the Warranty Repair Service/Warranty Replace Service if applicable.
5. Ridgeway offer 7 days exchange or credit note if it approved a manufactory faulty product, the retail shops have the responsibility to check the goods condition upon receiving.

I appreciate your cooperation with this process and thank you to those who already follow these processes.

Best Regards

Ridgeway Customer Service Team