
**SERVICE DEPARTMENT FOR MONARCH AND
FUCHS-WARE**

SARAH

TEL: 011 841-8800

TEL: 011 841-8834

FAX: 011 914-5877

EMAIL: sarah@monmark.co.za

E-MAIL: frances@monmark.co.za

Procedure to follow when booking for repairs

1.

- 1.1 Contact Sarah Howard on numbers above.
- 1.2 The following will be required by Sarah.

2.

- 2.1 The proof of purchase with the following details
- 2.2 Location of the stove i.e., if it is at the customer's house or in the shop.
- 2.3 The fault. What is wrong with the unit
- 2.4 Store contact person and details.
- 2.5 Customer name and contact details.

3.

We will then open a job card and contact the customer and the service agent and arrange the repair of the unit. This should be done within 7 working day of logging call. If the repair is not completed within 7 working days please contact Sarah to chase. If you still do not have the unit repaired you may then contact Colin Goodison on 082 650 4067
