



OUR 17+ YEAR COMMITMENT

PRO ACTIVITY

CES will endeavour to have your items repaired or replaced within 3 working days from the date the items have been received by our office together with the correct documentation and if the spares are readily available. Where possible a same day service is offered.

Not only will CES repair the damages marked on our ABR but will endeavour to repair any other damage to your items without any extra charge to you giving you a complete and transparent service. Where authorisation of repair will be required due to extra costs, our CES assessors will contact you to clarify before work is performed.

Where the items are unrepairable, CES will advise accordingly and will offer the next best replacement with a similar, type, make, model and value.

CES may keep the repair or replacement file open as long as required by you the client in accordance with your rules and regulations. No extra charges are levied for retention of such items and files when space is available.

SERVICE EXCELLENCE

All items serviced by CES are performed by skilled and dedicated service personnel. The utmost care is taken to deliver the repaired item to you in a working and functioning manner and repaired to the best of our ability taking into account the type of damage and spare availability. Of course the repaired outcome may be different from the original product but you reserve the right to accept the repair or not too.

OUR PROMISE

Should you the client not be completely satisfied with the repair, CES *may accept to refund the repaired charge if you the client chooses to purchase a replacement bag from CES.

(* Terms and Conditions Apply)

OUR OBJECTIVE

To be the Leaders within the Baggage Repair and Replacement Industry.

OUR COMMITMENT IS OUR PROMISE – WELCOME TO THE CES FAMILY