

WARRANTY RETURNS USER GUIDE

STEP BY STEP

**PENTLAND
CONNECT**

**ACCESS VIA THE B2B
(PENTLAND CONNECT)**



**ADD AN ITEM TO A
REQUEST**



**REVIEW & SUBMIT
YOUR REQUEST**



CONFIRMATION



RETURN PROCESSED

WARRANTY RETURNS CAN BE FOUND UNDER "MY ACCOUNT" ON PENTLAND CONNECT



B2B/Header

Welcome Back, **Shilpa K** **My Account** Sign Out

My Company Invoices / Credit	Quick Order Input Barcode Upload Order File	Order Management Order History Stock Rotation My Saved Baskets Open Order Amendments Warranty Returns Forward Orders	Brand Resources Brand Portal Berghaus Downloads Canterbury Downloads Endura Downloads Mitre Downloads Speedo Downloads Kickers Downloads	My Details Personal Details Email Address Reset Password Sizing Preference Ship To Addresses Show / Hide Prices	Support Raise Support Ticket FAQs Contact Us
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Pentland Berghaus Canterbury Endura Mitre Speedo Kickers Clearance

Search... 1044 £0.00


Warranty Returns

Please have the full SKU ready and imagery of fault before you proceed

Add an item

Find the product*

422087X60 Search

 Dark Red
£117.50
422087X60

Select Fault*

Please Select

Add Imagery*

Select a file...
or drag and drop a file here

Replacement or Credit*

Replacement Credit

Replacement Ship to Address*

Please Select

Add Item To Request

Cancel

SKU	Fault	Action	Delete
E1205BV/L-XL	Stitching Failure	Replacement	X
E1205BV/L-L	Stitching Failure	Credit	X
E1205BV/L-M	Stitching Failure	Replacement	X

Submit Request

1 SEARCH FOR THE PRODUCT

2 SELECT THE FAULT REASON

3 UPLOAD AN IMAGE

4 SELECT IF REPLACEMENT OR CREDIT IS REQUIRED

5 ADD THE ITEM TO THE REQUEST





Warranty Returns

Please have the full SKU ready and imagery of fault before you proceed

Add an item

Find the product*

 Dark Red
£117.50
422087X60

Select Fault*

Add Imagery*

or drag and drop a file here

Replacement or Credit*

Replacement Credit

Replacement Ship to Address*

SKU	Fault	Action	Delete
E1205BV/L-XL	Stitching Failure	Replacement	<input type="button" value="X"/>
E1205BV/L-L	Stitching Failure	Credit	<input type="button" value="X"/>
E1205BV/L-M	Stitching Failure	Replacement	<input type="button" value="X"/>



REVIEW DETAILS HERE & PRESS
SUBMIT REQUEST

REPEAT PROCESS IF MORE THAN
ONE PRODUCT NEEDS TO BE
RETURNED



THE SITE WILL CONFIRM THE SUCCESSFUL SUBMISSION

AN EMAIL CONFIRMATION WILL BE SENT TO THE CUSTOMER ACCOUNT



I'm looking for (24 UNITS) £450.72

HOME / WARRANTY RETURNS

Warranty Returns

Success! Your warranty request has been submitted for processing. An email containing the details of your request will be sent to your contact e-mail

In most cases we don't ask you to return these products, but please hang on to them for 7 days and if we do need to see them, our team will be in touch

SKU	Fault	Action	Qty
Submit Another Request			



Thanks, we've got your Warranty Returns request.

Hello **firstName**!

A summary of your Warranty Returns are listed below:

SKU	Order Number	Fault	Action	Qty
E1205BV/L-XL	SOR525649	Stitching Failure	Replacement	1
E1205BV/L-L	SOR525649	Stitching Failure	Credit	1
E1205BV/L-M	SOR525649	Stitching Failure	Replacement	1

In most cases we don't ask you to return these products, but please hang on to them for 30 days and if we do need to see them, our team will be in touch

If you have any questions please contact us by emailing pentlandconnect@pentland.com and a member of our customer operations team will come back to you as soon as possible

Kind Regards,
The Pentland Connect Team

www.pentlandconnect.com

[Visit Website](#) [Contact Us](#) [FAQ](#)

Find us on Social



WARRANTY RETURNS – Warning / Message / Error Handling

IF THE CUSTOMER DOESN'T ENTER THE FULL PRODUCT CODE AN ERROR WILL DISPLAY ON THE RIGHT-HAND SIDE

IF THE CUSTOMER DOESN'T POPULATE MANDATORY FIELD, AN ERROR WILL DISPLAY

The screenshot shows the Pentland website's 'Warranty Returns' page. At the top, there's a navigation bar with 'Welcome Back, Shilpa K', 'My Account', and 'Sign Out'. Below that, the Pentland logo and a search bar are visible. The main heading is 'Warranty Returns' with a sub-heading 'Please have the full SKU ready and imagery of fault before you proceed'. A blue information box states: 'Please ensure you enter the full product code in the correct format including the size, for example E1205BV-M or 422087X60-XL. You can find the product code and sizing on the product label.' Below this is the 'Add an item' form, which has a search bar containing 'E1205BV-M' and a 'Search' button. A product card for 'Brompton London Waterproof Jacket, Dark Red - M' with SKU 'E1205BV-L-M' is shown. The 'Select Fault*' dropdown is set to 'Please Select'. The 'Add Imagery*' section has a 'Select a file...' button. Under 'Replacement or Credit*', 'Replacement' is selected. The 'Replacement Ship to Address*' is listed as '26 Ravensdale Road, Mansfield, Nottinghamshire, NG10 2DE'. A blue 'Add Item To Request' button is at the bottom of the form. To the right of the form is a table with columns 'SKU', 'Fault', 'Action', and 'Delete'. It contains three rows of items, all with 'Stitching Failure' as the fault. A blue 'Submit Request' button is below the table. A red error message box at the bottom of the table reads: 'Error – please try submitting your request again. If the error keeps happening, please contact Customer Operations [here](#)'.

This screenshot shows the 'Add an item' form. It starts with a search bar containing 'RE3133GY-M' and a 'Search' button. Below is a product card for 'Hummvee Hoodie - M' with SKU '5056939924281'. The 'Select Fault*' dropdown is set to 'Damaged on Delivery'. The 'Add Imagery*' section has a 'Select a file...' button and the text 'or drag and drop file here'. Under 'Replacement or Credit*', 'REPLACEMENT' is selected. The 'Replacement Ship to Address*' is listed as '195654 WIGGLE LTD, 1000 Lakeside North Harbour, Portsmouth, United Kingdom PO6 3EN'. There is an 'Address Book' button and a blue 'Add Item To Request' button. A 'Cancel' button is at the bottom.

SKU	Fault	Action	Delete
No items added			
Submit Request			
Please complete the highlighted mandatory fields then try again.			

IF THE CUSTOMER DOESN'T POPULATE MANDATORY FIELD AND DOESN'T PROVIDE AN ATTACHMENT, THE FOLLOWING ERROR WILL DISPLAY

IF THE CUSTOMER UPLOADS AN ATTACHMENT BIGGER THAN 3MB, AN ERROR WILL BE DISPLAYED

Welcome Back, Shilpa K My Account Sign Out

Pentland Berghaus Canterbury Endura Mitre Speedo Kickers Clearance Search... £0.00

Home / My Account / Warranty Returns


Warranty Returns

Please have the full SKU ready and imagery of fault before you proceed

Add an item

Find the product*

422087X60 Search

 Brompton London Waterproof Jacket, Dark Red - M
E1205BV/L-M

Select Fault*

Please Select

Add Imagery*

Select a file...
or drag and drop a file here

Replacement or Credit*

Replacement Credit

Replacement Ship to Address*

26 Ravensdale Road,
Mansfield
Nottinghamshire,
NG18 2DE

Add Item To Request

Cancel

SKU	Fault	Action	Delete
E1205BV/L-XL	Stitching Failure	Replacement	X
E1205BV/L-L	Stitching Failure	Credit	X
E1205BV/L-M	Stitching Failure	Replacement	X

Submit Request

Please complete the highlighted mandatory fields then try again.

Image upload max file size reach. Max file size 3mb.

Welcome Back, Shilpa K My Account Sign Out

Pentland Berghaus Canterbury Endura Mitre Speedo Kickers Clearance Search... £0.00

Home / My Account / Warranty Returns


Warranty Returns

Please have the full SKU ready and imagery of fault before you proceed

Add an item

Find the product*

422087X60 Search

 Brompton London Waterproof Jacket, Dark Red - M
E1205BV/L-M

Select Fault*

Stitching Failure

Add Imagery*

Select a file...
or drag and drop a file here

Replacement or Credit*

Replacement Credit

Replacement Ship to Address*

26 Ravensdale Road,
Mansfield
Nottinghamshire,
NG18 2DE

Add Item To Request

Cancel

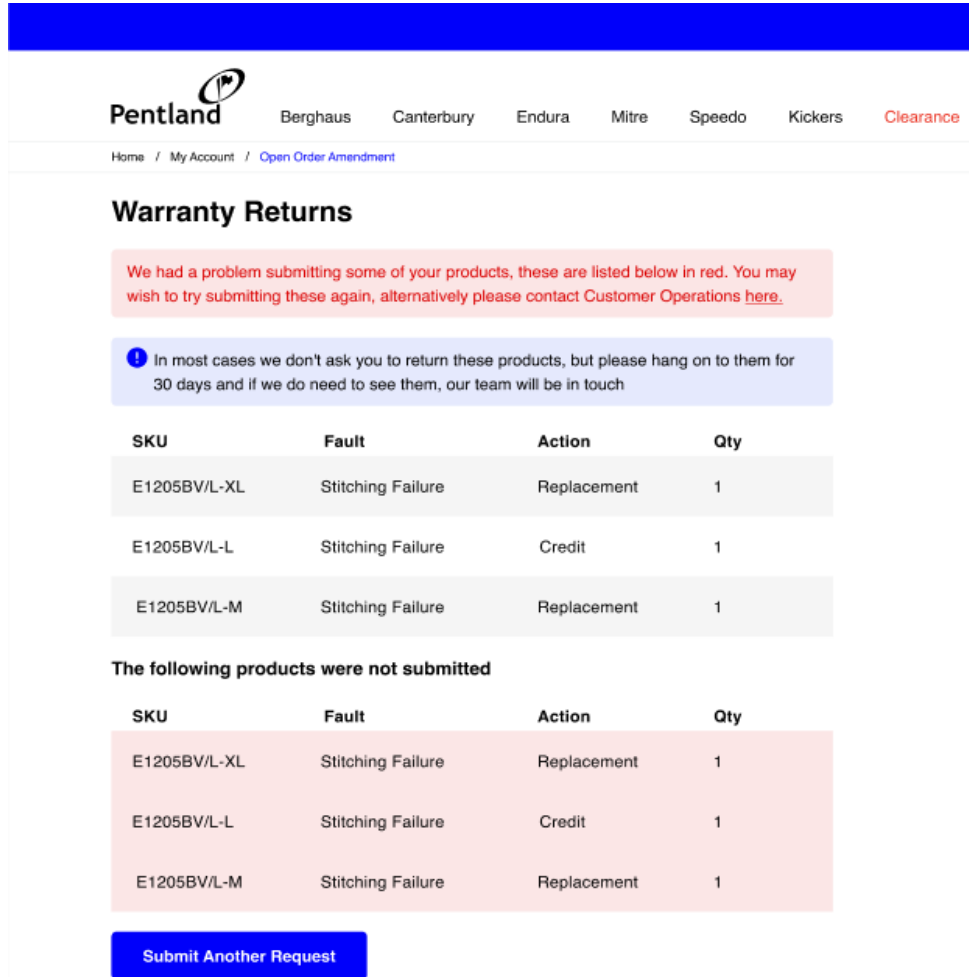
SKU	Fault	Action	Delete
E1205BV/L-XL	Stitching Failure	Replacement	X
E1205BV/L-L	Stitching Failure	Credit	X
E1205BV/L-M	Stitching Failure	Replacement	X

Submit Request

Image upload max file size reach. Max file size 3mb.

IF THERE WAS AN ISSUE ON SUBMITTING THE REQUEST, THE FOLLOWING ERROR WILL DISPLAY

IF THE CUSTOMER SEARCHES FOR A PRODUCT AND IT CANNOT BE FOUND, THE FOLLOWING ERROR WILL DISPLAY



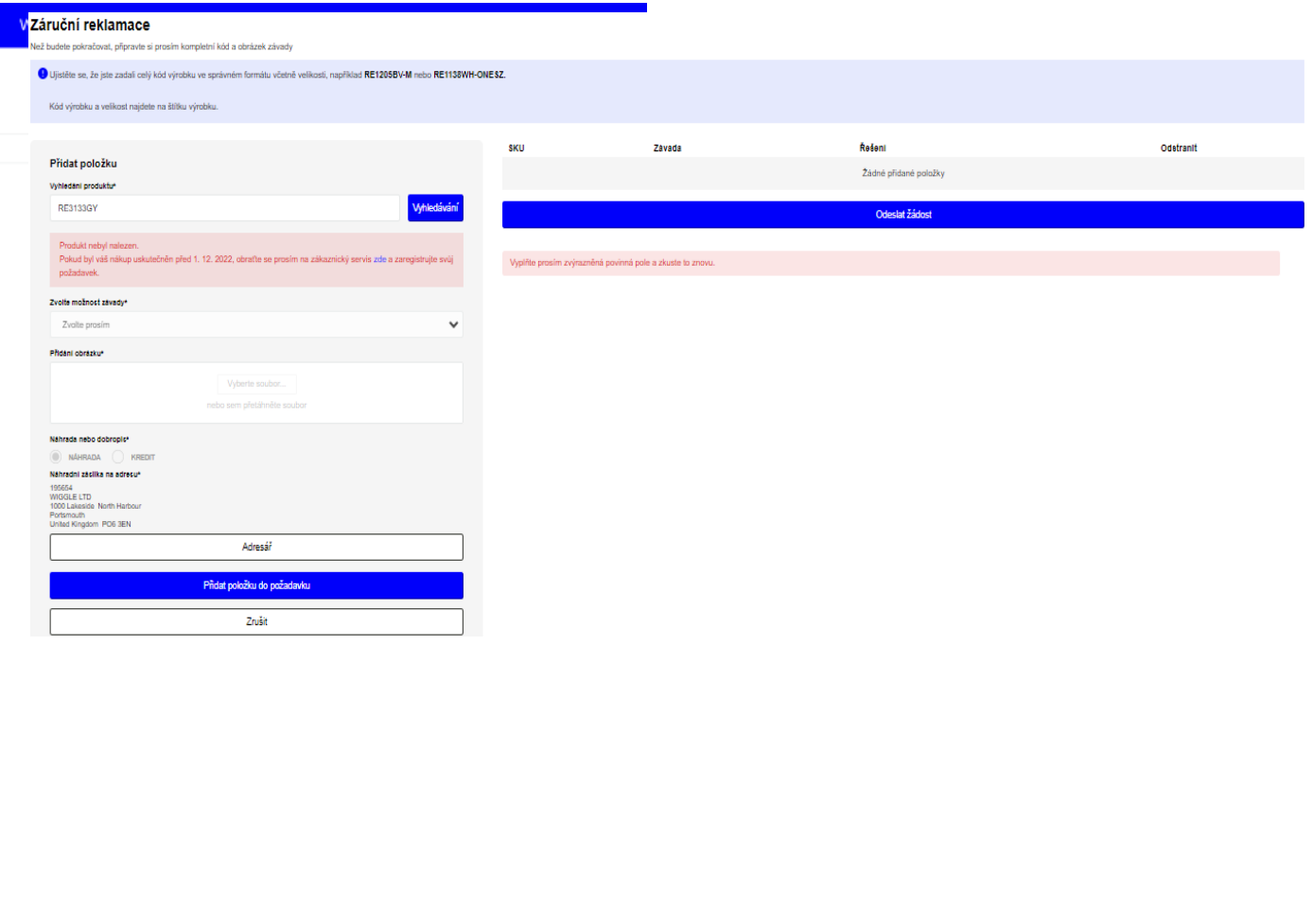
Warranty Returns

We had a problem submitting some of your products, these are listed below in red. You may wish to try submitting these again, alternatively please contact Customer Operations [here](#).

The following products were not submitted

SKU	Fault	Action	Qty
E1205BV/L-XL	Stitching Failure	Replacement	1
E1205BV/L-L	Stitching Failure	Credit	1
E1205BV/L-M	Stitching Failure	Replacement	1

[Submit Another Request](#)



Záruční reklamace

Než budete pokračovat, připravte si prosím kompletní kód a obrázek závady

Ujistěte se, že jste zadali celý kód výrobku ve správném formátu včetně velikosti, například RE1205BV-M nebo RE1133WH-ONEŠZ.

Kód výrobku a velikost najdete na štítku výrobku.

Přidat položku

Výběr produktu*
RE3133GY [Výběr](#)

Produkt nebyl nalezen.
Pokud byl váš nákup uskutečněn před 1. 12. 2022, obraťte se prosím na zákaznický servis [zde](#) a zaregistrujte svůj požadavek.

Zvolte možnost závady*
Zvolte prosím

Přiložit obrázek*
Výběr soubor...
nebo sem přetáhněte soubor

Náhrada nebo dobropis*
 NÁHRADA KREDIT

Náhradní adresa na adresu*
195624
WIGGLE LTD
1000 Lakeside North Harbour
Parsippany
United Kingdom PO6 3EN

Adresa

[Přidat položku do požadavku](#)

Zrušit

SKU	Závaž	Řešení	Odstranit
Zadne přidané položky			
Odeslat žádost			

Vyplňte prosím významnější povinná pole a zkuste to znovu.