

Why choose Total Refrigeration Limited?

Peace of Mind

We are the No.1 branded ice cream freezer supplier in the U.K. Thousands of Retailers and Caterers, national and local, have already dealt with Total Refrigeration when purchasing their Wall's, Carte D'Or and Ben & Jerry's ice cream freezers. Our knowledge of the whole refrigeration market has been built up over decades of ice cream freezer supply.

Quality

Our range of commercial refrigeration equipment is predominantly of EEC manufacture and our trading relationships with the manufacturers are long-standing. Our supplier list is kept deliberately small so that true partnerships are formed bringing maximum advantage to our customers in terms of availability, quality and price. All of our refrigeration equipment carries a **minimum 12 months full Parts & Labour Warranty.**

Pre-sale

Customers can order via phone, our website, email or fax and a selection of the full product range is available on the internet, www.totalrefrigeration.co.uk. All delivery details are checked with the customer by phone, or email.

Delivery

Most equipment is delivered right through to the point of sale (ground floor, unhindered access) unless we specifically state otherwise. For most items we have two men on a vehicle when delivering by carrier. For the majority of items we will unpack and remove all packaging from site at no extra charge – we only ask you to sign for the goods when you have inspected them and are satisfied with their condition.

After sales

Customers can use our contact number 0845 127 2527 at any time to seek advice. Where an engineer call-out is deemed necessary we aim to be at site the day after the initial phone contact is received (Monday to Friday).

No Hidden Charges

Cost of delivery is included in the price of the equipment for UK mainland. For non-mainland deliveries a published scale of surcharges is available upon request.

Waste Electrical and Electronic Equipment (WEEE)

The burden of responsibility for disposal of all refrigeration equipment under WEEE Regulations (Waste Electrical and Electronic Equipment) sits with us for those cabinets purchased from Total Refrigeration.

Flexibility

Do you need an old piece of refrigeration equipment collected? Does your business have difficulty in getting equipment to point of sale? Yellow lines making delivery difficult? We've probably seen it before and welcome your challenge – we rarely lose! In some circumstances we would look to pass on extra costs incurred for issues such as delivering during unsociable hours or where extra personnel are required.

Choice

We aim to offer our customers a full range of front and back of house refrigeration equipment.

Communication

Your phone call (and fax / email of course) is important to us. Our operation is centralised in Hyde, Cheshire. The member of our team who answers your initial contact will stay available to you until completion of the transaction.

Warranty

All refrigeration equipment and installations are covered against manufacture defects by a minimum of twelve months parts and labour warranty; selected products have a two or three-year parts and labour warranty. Extended 2 year warranties can be purchased on a selection of our refrigeration equipment at an extra charge at the time of purchase.

Leasing

Leasing is available from our partner, Bibby Leasing, and is subject to a minimum order value.

Our Hyde Showroom is open to customers by appointment
Monday to Friday 9.30am to 4pm.