



T&G are no. 1
in terms of customer service according to an
article in Saturday Times magazine
(25th October 2008)!

ASK AGGIE

Each week, Times Magazine readers put their own domestic goddess queries to our houseproud expert, Aggie MacKenzie.

Q I have an old favourite salt mill whose mechanism has stopped working. Is it possible to have the grinder replaced?

A You don't say what make it is (usually stamped on the base), but most manufacturers offer either a 12-month or lifetime guarantee on the mechanism, and will repair or replace it free of charge within the guarantee period as long as it hasn't been misused. So, if you know where it came from, either take it back to the shop or contact the manufacturer.

The main ones include T&G Woodware (01275 841841; www.tg-woodware.com), which offers a lifetime guarantee. If the mill has a CrushGrind mechanism (marked on the grey disc on the base), T&G will send a

replacement free for you to fit. Otherwise, return your mill to T&G (phone first or e-mail customerservices@tg-woodware.com).

The guarantees from Cole & Mason (0870 1601319; www.coleandmason.com) vary from 12 months (you'll need the receipt) to lifetime, and repair or replacement (free of charge) will depend on the type of mill you have, so phone or e-mail first (cust.serv@dkbrands.co.uk), and send a photograph to help them identify the type of mill.

Peugeot (distributed by Gilberts Food Equipment in the UK: 020-8731 3700; www.topgourmet.co.uk) offers a lifetime guarantee on the mechanisms of all its mills. Either return to the shop for free repair/replacement, or contact Gilberts.

MARK READ



T&G's Lifetime Guarantee
for our CrushGrind® mechanism was listed before
Cole and Mason and Peugeot