

# EDCON

## Contact Details for Enquiries



# Where to direct your enquiries

## Customer Care Enquiries:

**0800 203 925**

- ✓ Cash Card Queries
- ✓ Cash Card Vouchers
- ✓ Cash and Gift Cards
- ✓ Gift Card Queries
- ✓ Edgars Club Queries
- ✓ Edgars Financial Queries
- ✓ Store Related Queries
- ✓ Registries
- ✓ Fashion Hotline
- ✓ Internet Related Queries
- ✓ Online Orders
- ✓ Pre-bookings
- ✓ General Service Enquiries
- ✓ Compliments

## Account Enquiries:

**0860 112 442**

- ✓ New Accounts
- ✓ Balance Enquiries
- ✓ Installment Due
- ✓ Credit Available
- ✓ Statements

## Jet Club Enquiries:

**South Africa : 0860 005 006**  
**Botswana : 00 27 31 333 2000**  
**Lesotho : 00 27 31 333 2000**  
**Swaziland : 00 27 31 333 1482**

# Enquiry Details

1. Every effort will be made to investigate all the relevant circumstances and the information surrounding a complaint and or enquiry.
2. Following an appropriate investigation, Edcon will offer a response within the following turnaround times;
  - Acknowledgement of Complaint : Within 48 hours from receipt of complaint
  - Resolution of Complaint: Within 72 hours from receipt of initial complaint
  - Escalation of Complaint (if not resolved in 72 hours): Within 96 hours from receipt of initial complaint
3. Complaints and or Enquiries can be directed to the Store Manager / Store Assistant Manager.
4. Unresolved queries can also be escalated to the Regional Manager and Customer Services Manager (Refer to the diagram for further details).

