



Hadjikyriakos & Sons Sets Out After-Sales Service Standards and Points to Repeat Custom

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Hadjikyriakos & Sons Ltd, the appliance and household goods retailer founded in 1886, has issued a statement setting out the role that returning customers and after-sales service play in its business. The company stated that a share of its trade comes from customers who have purchased from it before, a pattern it reports having observed over its history of trading in Cyprus.

The statement comes from a retailer that has traded continuously for more than 140 years. Over that period, the business has grown from a single premises into a company operating stores in Nicosia, Limassol and Paphos, together with an online store that delivers across the island. The company attributed part of its repeat trade to the relationships its staff form with customers and to the support it provides after a sale is completed.

According to the company, after-sales service covers guidance on product use, warranty handling and assistance once an item has been delivered or collected. Management described this stage of the customer relationship as part of how the business operates, noting that the point of sale marks the beginning rather than the end of its involvement. The company said that some customers return for further purchases based

on the way earlier transactions were handled.

Constantinos Hadjikyriakos, who leads the family business, said the emphasis on service reflects long-standing practice rather than a new departure. "The company has taken the view that a sale does not end when a customer leaves the store or receives a delivery," he said. "A number of the households and businesses served today have dealt with the company for years, and in some cases across generations. That continuity relates to the attention given to customers after a purchase, and it remains a priority for the business."

The retailer noted that its customer base includes both households and commercial clients. On the consumer side, the company supplies home appliances, small domestic appliances, sanitary ware and kitchen furniture. On the trade side, it supplies professional catering equipment to hotels, restaurants and pubs, a segment in which reliability and continuity of supply are relevant considerations. The company said that repeat custom occurs in both parts of the business.

The brands carried by the retailer include a range of recognised international names. The company acts as an authorised distributor for a portfolio that spans premium and everyday products, and it noted that dealing with an authorised source provides customers with genuine products and warranty cover. That arrangement, the company said, relates to the after-sales service it provides, because warranty and product-support matters are handled through established channels rather than third parties.

The company also referred to the practical measures that accompany its sales, including delivery across the island and, for eligible online orders, delivery at no additional charge. Management said these measures form part of an approach intended to make purchasing straightforward for customers regardless of where they live. The three stores in Nicosia, Limassol and Paphos continue to serve customers who prefer to view products in person. In contrast, the online store extends the same range to those who order remotely and to those living some distance from a physical location.

Hadjikyriakos said the company regards repeat custom as one indicator of its performance over time. "Repeat custom is one indication that customers have been dealt with well," he said. "The company does not assume that loyalty will continue, and the intention is to maintain the standard of service that has kept customers returning over its history. Staff understand that reputation is built gradually and depends on how each customer is dealt with."

The company said it would continue to apply its after-sales service and customer-relationship practices across its stores and its online operation. It added that the same approach applies to a single household purchase and to a larger commercial order, and that this reflects the way the business has operated since its founding. The company noted that its four main product areas, together with air conditioning, are handled

under the same service arrangements. Management indicated that no change to the approach is planned, and that the statement is intended to set out the terms under which the company operates.

Hadjikyriakos & Sons Ltd is an appliance and household goods retailer founded in 1886 and based in Cyprus. The company operates stores in Nicosia, Limassol and Paphos and supplies home appliances, small domestic appliances, sanitary ware, kitchen furniture and professional catering equipment to households and businesses across the island. It acts as an authorised distributor for a range of international brands and provides after-sales support to its customers, with an online store delivering throughout Cyprus.

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Hadjikyriakos & Sons Ltd

Hadjikyriakos & Sons Ltd has served Cyprus since 1886, bringing over 140 years of experience in home appliances, sanitary ware, kitchen furniture and professional catering equipment to families and businesses across the island.

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