

Terms and Conditions of Service

1. Call-Out Fee & Labour Charges

We charge a **call-out fee of \$176**, which covers the first **20 minutes of labour, charged on the day of the appointment**. If the job requires additional time, an **extra \$25 will be charged for every 15-minute interval** beyond the initial 20 minutes. Installation and swap-over services start from **\$350**. Final pricing may vary depending on the complexity of the job.

2. Warranty Claims

If your unit is under **manufacturer or insurer warranty**, please contact them first to lodge the claim and arrange the service job with us before we attend. Eligible warranty repairs are covered under the applicable warranty terms and conditions. The customer will only be responsible for charges if **no fault is found**, the fault is **not a manufacturing fault or is otherwise not covered by warranty**, the warranty claim is **declined or does not meet the applicable requirements**, or the customer requests work **outside the approved warranty claim**. Where applicable, the **\$176 call-out fee and any standard labour or repair charges will be payable by the customer**. All customers are subject to the applicable **manufacturer's or insurer's warranty terms and conditions**.

3. Modifications in Cabinetry

Please note that we do **not** offer modification services in the **Cabinetry** area. Any requests for modifications will be declined, and alternative solutions will be suggested.

4. Cancellation Fee

To ensure efficiency and to manage our schedule effectively, a **cancellation fee of \$100** will be charged if you cancel your appointment **less than 24 hours** before the scheduled service time.

5. Payment Policy

Payment is due immediately upon completion of the onsite visit. We accept **credit card, debit card, and cash payments**. Payment terms may be adjusted upon prior written agreement for larger projects.

6. Access & Safety

The customer must ensure **safe** and clear access to the appliance at the time of attendance. If technician is **unable** to safely access, assess, or remove the appliance due to site conditions, obstructions, or safety concerns, the **call-out fee with still apply**.

7. Guarantee of Service

We are committed to delivering high-quality services. If you are dissatisfied with the work performed, please inform us within **7 days** so we can address the issue promptly.

8. Liability Limitation

Our liability is strictly limited to the amount charged for the services rendered. We are not responsible for any damages or issues arising outside of our control.

9. Warranty on labour

Only the work **itemised** in the invoice has been charged for and our responsibility is limited to the material and workmanship involved. Any other repairs to the same appliance, done **subsequently** will be at the customer expense. Labour is covered for **thirty (30) days only**.

10. Workshop Repairs

Repairs carried out in our workshop must be returned to our premises to avoid a callout fee, including if the unit needs to be reassessed under warranty.

11. Warranty On parts

Non-electronic components carry a six (6) month warranty. Electronic components are not covered by warranty.

12. Spare Parts

We source parts from **Australian manufacturers** and suppliers open to selling to us; due to staff constraints, we cannot source parts from smaller retailer or suppliers. We cannot guarantee the availability of spare parts.

13. Quote Validity Period

All quotations are based on the information available at the time of assessment and are subject to change. Quote validity may vary depending on supplier and part availability. We reserve the right to revise quotation if supplier costs change prior to acceptance.

14. Accepting terms

By confirming your appointment, you agree to these terms. For any questions or clarifications, please reach out.