

# Endeavour Refrigeration and Appliance Service

## TERMS AND CONDITIONS

The 'Title' of any goods purchased does not pass to the buyer and remains the property of 'Endeavour Refrigeration and Appliance Service' until payment is made in full.

Payment is due on the day of the service but if an account is not finalised at that time an administration fee of \$35 will be applied to the charges.

'Endeavour Refrigeration and Appliance Service' will take the utmost care when moving, removing, repairing and reinstalling any appliance, or associated item, but does not accept liability for any damage that may result from any of the requested and required procedures.

The customer also indemnifies 'Endeavour Refrigeration and Appliance Service' staff and contractors from any loss or damage caused through the direct repair process or associated events during and after the provision of service, other than to replace or repair any part provided to the customer for the repair or reinstallation.

Customers may also arrange separately for the appliance or item being repaired to be moved for technician access prior to service.

Acceptance of our goods, service or quotation is an automatic acceptance of these 'Terms and Conditions':-

- For Manufacturers' Warranty, 'Proof of Purchase' (POP) must be shown to the technician prior to service.
- Manufacturers' Warranty does not cover faults due to installation, misuse of appliance, use of appliance other than intended by the manufacturer or no fault found.
- All Estimates require a 50% Deposit prior to parts being ordered.
- Payment of service, labour and parts, if applicable, must be made of the day of service.
- Thirty (30) days warranty on labour.
- Ninety (90) days or 'Manufacturer Warranty', as stated, on parts. Service call and labour charges will apply to fit parts under warranty.
- 'Endeavour Refrigeration and Appliance Service' labour and parts warranty is only valid if payment has been received in full.
- 'Endeavour Refrigeration and Appliance Service' provides all 'Customer Guarantees' contained in the 'Competition and Consumer Act' to the extent to which they apply to this agreement between you and 'Endeavour Refrigeration and Appliance Service'.
- Nothing in these standard terms and conditions are intended to exclude any applicable 'Consumer Guarantees'.

## GOODS and SPARE PARTS

- Goods remain the property of Jamie Banks Refrigeration and Electrical Services Pty Ltd until paid in full.
- Electrical Components MUST be fitted by a Licenced Tradesman.
- Parts will not be credited after 30 days of Invoiced date. 20% restocking fee applies to all parts credited.
- Parts for credit MUST be returned in the ORIGINAL PACKAGING - Unmarked and Undamaged.
- Electrical components supplied in sealed packaging will not be credited if sealed packaging has been broken.