



# Servicing Terms & Conditions

- We guarantee that all servicing/repairs will be completed within 10 *business days*.
- **We will work, without further authorisation, up to the limit as specified on the Service Request (Standard is \$495)**
- Once servicing is completed, details of the work performed will be emailed. It is our process to leave the machine until the following morning for quality assurance testing from cold. Once QA testing is completed, an email and text message will be sent advising that the machine is ready for pickup. If you require a copy of the invoice prior to picking up your machine, please let us know.
- All work completed as per the signed service request is covered for a period of 90 days from the date of invoice. We do not cover failure of other parts of the machine that may occur as a result of the service that we have completed.
- Warranty covers only the scope of work performed during the original service request. Faults deemed to be unrelated to the original service request work will be charged accordingly.
- Please note that for machines repaired in our Service Centre, payment is due at time of machine collection, unless previously arranged. For servicing provided on site, payment is due within 7 days of invoice date.

## New Machine Warranty Servicing

- Warranty repairs are undertaken on the understanding that the fault specified is the result of a failure in the manufacturing process or in a non wear & tear component of the machine.
- If the problem cannot be replicated or it is determined that the problem is the result of improper operation or limescale buildup, then the associated costs will be payable as if the machine was booked into our service centre for a fault.
- All new machine warranty work undertaken will be guaranteed for 90 days or for the remaining term of the new machine warranty, whichever is longer.