

PRONTO REFRIGERATION PTY LTD

WARRANTY TERMS & CONDITIONS

Warranty is 3 months free labour & 12 months on replaceable parts or by Pronto Refrigeration's discretion.

Warranty only covers the first owner/original customer of any of our custom made or standard stock refrigeration units.

Liability under this warranty does not cover:

- Misuse, incorrect operation and failure to maintain & provide suitable installation environment for the equipment
- Neglect, abuse or any alteration to the equipment by the owner/customer, other than the ordinary purpose of which the equipment is designed
- Any damage caused during transportation
- Improper installation and incorrect electrical connections (e.g. voltage or non-authorized electrical connections)
- Failure to maintain and to clean or incorrect cleaning of the product, causing corrosion by inadequate cleaning
- Inadequate ventilation causing the refrigeration unit to fail
- Exposure to excessive heat, moisture or dampness or to abnormally corrosive conditions
- Replacement glass, lights and door seals
- Acts of God or other unforeseen events beyond Pronto's control
- Use of non-authorized/non-standard, defective or incompatible parts
- Service using non-authorized Service Agent or outside normal trading hours, additional charges will apply
- Travelling distance for an authorized mechanic of more than 50km from City Centre

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SERVICE & MAINTENANCE TERMS & CONDITIONS

- Service & Maintenance hour is 8.00AM – 4.00PM, Monday to Friday
- Call Out fee is \$85 + GST (within 50kms from city centre); \$100 + GST outside 50kms from city centre
- Service & Labour fee is \$85 per hour, per person + GST. Spare parts are not included.
- Overtime charges applied for After Hours, Weekends and Public Holidays service call, subject to availability.
- Call Out fee for After Hours, Weekends and Public Holidays service call is \$200.00, and \$120 per hour thereafter.
- Credit card details will be required for all Non Warranty Services, before a mechanic from Pronto Refrigeration can commence any service work.
- A 1.5% surcharged applied for credit card payments (Visa & MasterCard)
- PRONTO has to be notified immediately as soon as problem is identified and all Warranty work must be authorised by PRONTO before work can commence
- PRONTO has to be notified immediately for any non-site repair/service.
- PRONTO shall not be liable to pay for any hours spent for Union Induction and/or any other Building Rules and Regulations (e.g. Hot Work Permit to work on site).
- PRONTO and its employees shall not be liable for any food or product loss which may occur whether directly or indirectly as a result of any defect, malfunction or failure.
- PRONTO and its employees shall not be liable for any consequential damage, nor loss, nor for any damages greater in amount than the price paid by the client.