

## **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- authorised 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- authorised/non-standard, defective or incompatible parts
- Service using non- authorised Service Agent or outside normal trading hours, additional charges will apply
- Travelling distance for an authorised mechanic of more than 50km from City Centre

## **PRONTO REFRIGERATION PTY LTD**

### **SERVICE & MAINTENANCE TERMS & CONDITIONS**

- Service & Maintenance hour is 7.30AM – 3.30PM, Monday to Friday
- Call Out fee is:
  - \$100 + GST (within 35kms from city centre)
  - \$150 + GST outside 35kms from city centre
- Service & Labour fee is \$100 +GST per hour, per person  
Overtime charges applied for After Hours
- Spare parts are not included
- After Hours, Weekends and Public Holidays fees are (minimum 3 hours), subject to availability:
  - Call Out Fee: \$100 + GST
  - Labour: \$200.00+ GST/hour
- 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

*January 2022*