



SERVICE / WARRANTY, TERMS & CONDITIONS

Warranty

1. Warranty repairs will be carried out at no charge to the client on the condition service staff are given immediate and free access to the units.
2. Warranty repairs will only apply if all CSM Warranty conditions have been met.
3. The service technician will determine if the repair is to be carried out under warranty or if a service charge is to apply.

Service - Payments

1. The call out rate will be charged from the time the Service technicians arrive at the site. The call out rate is \$80.00 (plus GST), which includes the first 15 minutes, thereafter \$45.00 per half hour (plus GST) will apply.
2. Rates will be charged to the completion of the nearest half hour.
3. All new parts (materials) will be charged additionally to the service charge.
4. Parts costs in excess of \$50.00 will be advised to the client prior to proceeding. If the client does not wish the Service technician to proceed, the call out rate and time charges will still apply.
5. If the Service technician is required to revisit the client a second call out fee will apply.
6. If the client has an account with CSM they will be invoiced in accordance with their account terms. If there is no account in place, the client is to settle the amount in full, paying COD to the Service technician.

All service call outs are attended to in rotation (unless otherwise agreed) and will be attended to as soon as possible.

Please sign below indicating your acceptance of the above conditions.

Authorised Signature: _____

Please print name: _____

Date: _____

Company: _____

Address: _____

Description of Problem: _____
