



TassieRepairCentre

### **Basic terms and conditions for the following repair types**

Warranty, Extended warranty, Product Care and the likes

If we have come out on site and find that the product is faulty due to customer misuse, customer damage or the unit is not faulty at all, there will be a \$99 call out assessment fee payable on the day while the tech is on site as the provider of your warranty will not cover any form of customer damage, customer misuse or no fault found warranty call out fee.

### **Examples of Customer Induced damaged and Customer Misuse (but not limited to the below)**

Cracked screens

physical damage

water damage

rodent damage

insect infestation

Foreign objects stuck inside a machine

foreign objects jamming a pump

foreign objects causing damage to a product

units not being used as per instruction manual

### **Examples of No Fault Found (but not limited to the below)**

testing a unit and finding the fault is due to an environmental issue not the product itself an environmental issue can be anything from reception of a TV two lack of water pressure to a back pressure in a drain pipe affectively anything that's not related to the product itself

customers not knowing how to use their equipment properly or not reading the instruction manual

products not being installed correctly

travel bolts not being removed from washing machines

water not being turned on

drain pipe Connections not being drilled out to allow water to drain out of them



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If we organise a booking date and you confirm the appointment for that day, if for some reason on the day of the appointment nobody is at the premises to allow the technician entry to assist or repair the products you may be charged a \$99 futile call out fee regardless of whether the product is within warranty or out of warranty.

unfortunately, we have had too many customers who have made bookings and then disregarded the booking times and their technicians have face sitting idle for hours and unfortunately that is not something we can absorb any longer.

If you have organised an appointment schedule and you do need to cancel please let us know as soon as possible.

any job cancelled within 24 hours of the booking date may be subject to a cancellation fee if we are unable to fill the vacant call outs lot with another repair or assessment . This will be at the discretion of management and circumstances of the cancellation.

### Chargeable Repairs

For all assessments and quotes required to be done in home there will be a flat rate of \$132 call out assessment fee this includes up to 30 minutes time on site. If you have more than one item that needs assessing and we exceed the 30 minutes of allowable time you will then be charged in 15 minute brackets at \$27.50 per 15 minute bracket. Also if you live outside of our free travel area which is a 50 kilometre round trip from our offices (as per google maps quickest route) there will also be a travel charge applicable calculated as per the quickest route on Google maps and will be based on the below formula. All call out fees and travel charges are payable on confirmation of the appointment schedule, failure to make payment means we reserve the right to remove your tentative appointment at any time and fill it with a paid confirmed appointment. We no longer take payment when on site unless you are a preauthorized account Holder .

Travel Formula

**Total distance travelled** - free travel area = total chargeable distance x per kilometre fee = total travel payable excluding GST + 10% = **Total Travel including GST**

so if you leave a 100 kilometre round trip the cost would be as follows

**100klm – 50klm = 50klm x \$1.50+gst = \$75 + 10% = \$82.50 including GST payable on top of the \$132 call out assessment fee.**

For anything brought in over the counter we have a minimum assessment handling fee of \$88.00 regardless of product or what needs to be done. This is payable on the day you drop off of any item, and is a per item cost so if you have more than one item you need assessing and quoting it will be \$88.00 each.