

Fixed Price Repairs

Terms and Conditions

1. The Fixed Price Repair offer applies to a select list of HOBART, Bonnet and Ecomax catering equipment. Please find the full list below:
 - a. HOBART GLASSWASHERS
 - i. GX
 - ii. GC
 - iii. GP
 - b. HOBART UNDERCOUNTER DISHWASHERS
 - i. FX
 - ii. FP
 - c. HOBART HOOD TYPE DISHWASHERS
 - i. AM
 - ii. AMX
 - iii. AMXX
 - iv. AUP
 - v. AMXT
 - vi. AUPT
 - d. HOBART UTENSIL WASHER
 - i. UX
 - ii. UP
 - e. HOBART COMBI OVENS
 - i. CM
 - ii. CY
 - f. ECOMAX GLASSWASHERS
 - i. G4
 - ii. G5
 - g. ECOMAX UNDERCOUNTER DISHWASHERS
 - i. F5
 - h. BONNET COMBI OVENS
 - i. PP
 - ii. EJ
2. A machine serial number must be provided at point of booking.
3. The Fixed Price Repair offer cannot be backdated and must be paid for at time of booking. HOBART customers have the option to pay via Purchase Order, all other customers are required to pay over the phone using a credit or debit card.
4. This offer only applies to machines up to the age of 8 years old.
5. The Fixed Price Repair offer is available Monday-Friday 8am-5pm (excluding public holidays).
6. The repair on your machine will be guaranteed for 6 months from date of repair.

7. The Fixed Price Repair offer has an SLA of 24 Hours. This is our target timeframe and cannot be guaranteed.
8. The Fixed Price Repair offer includes:
 - a. Call out
 - b. Labour
 - c. All OEM parts
 - d. Any extra charges such, including but not limited to: parking, congestion charge, toll charges
9. On the Fixed Price Repair offer, we will repair your machine – or your money back. If HOBART Service cannot repair the machine or the machine is deemed beyond repair by the Service Technician, we will refund the full charge.
10. This offer applies to Mainland UK only (excluding Northern Ireland).
11. Certain locations will require a 20% surcharge due to access restrictions. Including, but not limited to:
 - a. Airside at airports
 - b. Train stations
 - c. Military sites
 - d. Prisons
 - e. Sites governed by national security restrictions (nuclear sites etc.)

APPLICATION OF these conditions

These terms and conditions (the “Terms”) apply to the provision of fixed price repair services (“Services”) by HOBART Service UK (“HOBART UK Service”, “us” or “we”). HOBART UK Service (a trading division of ITW Limited) is registered in England and Wales under company number 559693 with its registered office at Saxon House, 2-4 Victoria Street, Windsor, SL4 1EN. The VAT number for HOBART UK Service is GB 123 360 354.

You accept and agree to be bound by the Terms. Please read these Terms carefully and make sure that you understand them, before ordering any Products or Products and Services and Services.

HOBART UK Service reserves the right to amend the Terms at any time without notice. Such change however will have no effect on orders for services that were submitted prior to the amended Terms being posted on the Web Site.

PRICES

The prices of the Services will be as quoted on the Website from time to time.

The price of the Services excludes VAT (where applicable) at the rate chargeable in the UK for the time being.

Can I cancel my repair?

If you contact us before 12pm on the day before your initial engineer visit you will receive a full refund.

If you contact after this point you will receive a full refund minus the original callout charge

What is included in a Fixed Price Repair?

The price of the Services includes the following:

- A repair of a single fault for a HOBART or Bonnet machine

The following are not included in the price:

- Any faults caused by neglect, misuse damage (deliberate or otherwise) or other third party causes (including insect infestation)
- Repair of any additional faults not included in the order at the time of booking
- Replacement of missing parts or products due to loss or theft
- Consumable items (including, bulbs & filters)
- Cosmetic damage where it does not affect the operation or safety of the product
- Damage or breakdown due to flood, wind or other severe weather conditions.
- Repair of damage or breakdown due to fire, unless caused by an electrical malfunction within the product.
- Repair or replacement of any damage caused to the relevant product's surrounding area or other personal items such as items of clothing, dishware or cutlery.

What if my appliance cannot be repaired?

If your appliance is deemed repairable, but we cannot complete this within 14 days of our first visit and you decide not to continue with the repair, we will refund the price of the repair less the call out fee.

If we deem your appliance to be beyond economical repair, we will refund the repair fee minus the initial call out charge of £69

How long is my repair guarantee?

Repair performed under a contract will come with a 6 month guarantee. Any recall will incur a holding fee to the value of the Fixed Price Repair. This holding fee will be fully refundable should the fault relate to the original fixed rate repair. Any new issues will incur a full fee.

This guarantee is in addition to your statutory rights and in addition to your rights set out at clauses 8 and 9 below.

What to do if your repair fails within 6 months of repair

Please call our customer services line on 0844 888 7777

If we cannot solve your problem over the phone we will send an engineer out to you.

Typically we will be able to offer you a visit within 24 hours. If we are unable to repair your product you will receive a full refund minus the original callout charge

If your original repair fails within 6 months and we are subsequently unable to repair your product you will receive a full refund minus the original callout charge.

The above refund will not apply if:

- The failure of the original repair is due to factors listed at 4.2 above

- Site has not given us access to repair the appliance

RIGHT TO REPAIR, REPLACEMENT OR REPEAT PERFORMANCE

While we will use reasonable endeavours to ensure that repairs are conducted with reasonable skill and care and in accordance with these Terms and any description of those services we have provided to you (“Contract”), there may be occasions where you the service you have received falls below that standard.

If you are a consumer, you have a legal right to request that we re-perform any Services in order to ensure that they conform to terms of the Contract between us and you.

To request that we repeat performance of any Services, you can call us on 0844 888 7777