

## Terms of Trade

### **Independent Appliances (2001) Limited T/A Appliance Care**

1. All work undertaken by Appliance Care carries a twelve month warranty on parts and three months on labour. In the event that a repair fails during this period there will be no further charges levied to fix the fault, except that this warranty applies only to faults serviced by Appliance Care, and not to new faults. This warranty does not apply if between the initial repair and the fault being investigated by Appliance Care a third party has interfered with the appliance.
2. Our standard call out charge of \$90 is payable to the technician on site during the service call appointment unless payment is to be made by prior arrangement with Appliance Care. Beyond the housecall the charge will be \$17 per 10 minute segment. A call out can be cancelled at any time up to 4.30pm on the preceding working day. Cancellations on the day can be rebooked at no charge, unless made within 90 minutes of the time booked, in which case a separate standard call out fee will be payable on a subsequent booking.
3. Where a technician attends a client premises during the timeframe agreed when the booking was made and no access is then available to the premises, the standard call out fee applies and is payable. A return visit will incur a separate standard call out charge.
4. In the event that the payment for the standard call out charge is not made by the time our technician leaves the client premises, a \$15 collection and administration charge will be added to the account.
5. Where charges accrue beyond the initial call out charge, whether for servicing or parts, all reasonable costs will be charged immediately to the credit card provided at the time the initial call out was booked, or in the event that a valid credit card is not provided at that time, accounts are payable within 7 days of the invoice date, provided that such additional charges exceeding \$250 will not be incurred without prior approval of the client.
6. In the event that an account is not paid within 7 days of the invoice date Appliance Care will transfer the account to a credit collection agency (eg Baycorp, East Coast Credit etc) for action. All reasonable costs associated with collection, whether incurred by Appliance Care or charged by the credit collection agency, will be added to the account and will become payable immediately.
7. Accounts not paid within 28 days of the invoice date will accrue a monthly charge of \$20 which will be added to the account on the 29th day and at the end of each subsequent 28 day period that the account remains unpaid.
8. The title in any parts or appliances supplied by Appliance Care does not pass to the purchaser until all amounts owing to Appliance Care have been fully paid with cleared funds. In the event of non-payment of an account after 60 days of the invoice date Appliance Care reserves the right to re-possess any parts or appliances supplied.
9. All contractual terms between Appliance Care and the client are governed by the Commerce Act, the Fair Trading Act, the Consumer Guarantees Act and the Sale of Goods Act. Appliance Care guarantees to uphold your legal rights.
10. Any questions concerning these terms of trade should be addressed to Appliance Care, PO Box 38-511, Wellington Mail Centre. Phone 04 568 2044, email [info@iacare.co.nz](mailto:info@iacare.co.nz). For more information see [www.iacare.co.nz](http://www.iacare.co.nz).