

Manhattan Appliance LLC



Terms and Conditions

Revised 10/24/18

Payment & Warranty

A service call fee of \$110.00 is payable upon technician's arrival. Each additional unit will be billed at \$65 each for diagnostics. The diagnostic fee will be waived upon acceptance of estimate for repair.

A 90 days' warranty on defective parts and services will be in effect upon completion of job. Warranty pertains exclusively to the initial issue reported and for which the parts were installed or repairs made.

Diagnostics

Initial diagnostics is expected to be noninvasive and conclusions therewith determined. Further steps requiring the dismantlement of machine, component replacement or circuit testing must be scheduled and may incur additional charges.

Method of troubleshooting will conform to industry standards but will be a matter of personal choice as decided by technician.

Cancellation Fee

Please note, Scheduled appointments are to be cancelled within 24 hours of the appointment. Any appointments cancelled after the 24 hours will be charged a \$45.00 cancellation fee. In the event if the customer is not at their location and can not be reached at the time of the visit [company] will consider this to be a cancellation and the fee will be applied.

If you need to cancel the appointment please email us at office@manhattanappliance.com or call us at (917)-522-0890.

Estimates

The cost of repairs may vary only as it relates to parts not installed or additional parts needed. Labor cost will remain fixed even if the job requires more time than expected or requires another visit. This pertains only to issues outlined in customer's initial request for service.

Parts

Parts supplied are obtained specifically for our jobs and our quotes add a procurement cost that considers shipping, handling and warranty obligations.

Parts installed are not returnable for refund.

We agree to identify parts needed for repairs but not sourcing details such as part numbers and suppliers.

Jobs aborted

A restocking fee is payable for jobs aborted after the purchase of parts for the following reasons:

1. Customer's decision to not proceed with repairs.
2. Additional unforeseen issues discovered during scheduled part replacement.
3. Inability to complete part replacement due to disassembly issues beyond technician's control such as rusted screws, seized valves, poor cabinet installation, etc.

Refunds

Request for refunds must be presented in writing to be and will be made within 7 to 10 working days of approval by management.

Repair Release Agreement

Client requests services from Manhattan Appliance LLC to repair a suspected faulty appliance and understands that we are not liable or responsible for any problems arising from the attempted repair.

Client understands and agrees that the listed appliance is in a currently broken or unusable state and that this repair is an attempt to restore usable functionality via repair.

Client understands this is a risky repair and that many things can render the appliance unusable, including but not limited to such things as damage during dismantlement, and releases Manhattan Appliance LLC from all responsibility for success or failure.

Client understands we will do our best to fulfill and complete requested repair successfully but also understands it is not always possible and Release Manhattan Appliance LLC from any liability arising from our attempt.

Client further understand that ancillary work including but not limited to the, cabinet removal, turning off of gas valves, water valves and circuit breakers can result in damage to floor, cabinets, other appliance, etc. and releases Manhattan Appliance from any liability arising from such actions.

Review of Terms and Conditions

Our terms and conditions are subject to review and update without notice.

