



## **Service & Repairs Terms & Conditions**

### **1. Services Provided**

We offer repair, servicing, and maintenance for vacuums, cleaning machines, and related equipment. All work is carried out with reasonable care, skill, and in accordance with industry standards. Quotations are provided based on the information available at the time. At Global Cleaning Supplies we will review your machine and test it to determine what the issue is before a payment is made.

### **2. Estimates and Quotes**

All quotes will be provided after the machine has been tested and the issue has been identified. Depending on the issue parts may need to be ordered in which will be included into the quote. Labour costs will also be incorporated into the quote. Once the quote has been completed, the quote will then be shown to the customer with an accurate price prior to any work taking place on the machine. Once the customer is shown the quote, it will then be valid for 14 days.

### **3. Payments**

Payment is required in full upon completion of the repair/service, unless otherwise agreed in writing. Unpaid invoices may result in withholding of the machine until payment is received in full. Once the machine is handed in for service the customer will pay the price quoted to them.

## 4. Warranties and Guarantees

All repair work is covered by a **30 Day workmanship warranty**

- Warranty covers the parts and labour we have supplied and fitted, but does not cover:
  - Misuse, neglect, or accidental damage
  - Normal wear and tear
  - Subsequent faults unrelated to the repair performed
- Any manufacturer's warranty on parts will apply in addition to our workmanship guarantee.

## 5. Customer Responsibilities

The customer must provide accurate information regarding the issue with the machine. It is your responsibility to collect your machine once notified of completion. The customer must also fill out an information form when asking for a quote as well providing identification such as a license which will be kept on file.

## 6. Liability

While we take great care with all equipment, we are not responsible for: Pre-existing faults or damage. Loss of data (where applicable to electronic or digital machines) Any indirect or consequential loss arising from a delay in repair Our liability is limited to the repair cost of the machine in question.

## 7. Parts and Availability

Parts used in repairs may be new, refurbished, or aftermarket (depending on availability and customer preference). We cannot guarantee immediate availability of all parts, delays may occur due to supplier stock.

## 8. Cancellations

Customers may cancel a service request prior to work commencing. After a customer agrees to have a machine serviced or repaired they will not be able to change their mind 24 hours after agreement. Once work has begun, charges may apply for time spent, diagnostic checks, or parts ordered.

## 9. Governing Law

These Terms are governed by the laws of **Australia**, and any disputes will be subject to the jurisdiction of the courts in the relevant state/territory.

## 10. Acceptance of Terms

By engaging our services, leaving your machine with us for repair, or making payment, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

  
**EPA**  
Cleaning Supplies