

I understand that the service or services provided by A R Quality Repair LLC is at my own request. I agree that myself or a person Eighteen (18) years of age or older will be present during the duration of the appointment. I hereby release A R Quality Repair LLC, its employees, and its affiliates of any damage or injury known or unknown that could result from the services provided. This includes but is not limited to floors, cabinets, walls, water lines, appliances, electrical fixtures, or any other items, persons, or animals at the property service is provided. Even with care taken by the technician the risk of damage and/or injury may still occur from services rendered which A R Quality Repair LLC will not be held liable/responsible. A R Quality Repair LLC reserves the right to refuse or cancel any order request at any time.

I understand that even though a thorough diagnosis will be conducted, some appliances may require additional parts to complete the repair that cannot be detected with multiple damaged components. If this situation does arise an additional estimate for parts and/or labor will be provided.

A R Quality Repair LLC. Uses only OEM parts for repairs. Refurbished parts can be installed but will not be supplied or warranted by A R Quality Repair LLC.

A R Quality Repair LLC offers a Thirty (30) Day Warranty for Labor effective from the date of install. Part warranties are in accordance with manufacturer warranty guidelines and must be used in accordance with appliance's owner's manual for these warranties to be valid. If additional issues arise and are not related to the initial repair there will be a new diagnostic fee/trip charge for the diagnosis and an estimate for repair provided.

Pet Policy

I understand for services to be provided all pets must be secured away from working area; this means behind a closed door, behind a pet/baby gate or outside. Service animals will need to be working and wearing service vest. NO EXCEPTIONS

Payment Policy

Repair Invoice must be paid in full upon acceptance of estimate; or, if the estimate is declined, then the diagnostic fee and/or trip charge and any applicable fees/taxes; if any, are due and must be paid. Methods of payment accepted are Visa, Discover, Mastercard, American Express, and cash.

Cancellations Policy.

Please note all Diagnostic fees, Trip charges, and Shipping/Handling/Processing Fees sales are final, no exceptions. Any service order cancellation will incur a cancellation fee of Forty (40) percent of the agreed upon labor rate.

For part cancellations the customer can elect to keep/receive parts or a return/restock fee of Fifty (50) percent of total part cost will be added to cancellation fee.

In accordance with Washington State Law all cancellations must be made in writing stating a valid reason and post marked to: P.O. Box 14186 Tumwater, WA, 98511 via certified mail by midnight on the Third(3rd) business day after repair has been accepted and payment has been made. A R Quality Repair LLC will then have Twenty (20) business days to refund the remaining balance of labor cost and part cost after stated fees; or return parts and remaining balance of labor cost to the customer.

****If repairs have been started or completed, returns/refunds are no longer applicable, no refunds will be issued and all sales are final. ****

A R Quality Repair LLC. Is committing to complete the work outlined in the repair invoice when parts are available from the manufacture and install appointment scheduled.

Please note Installation Appointments may change due to unforeseeable manufacturer or postal carrier delays. Appointments may need to be rescheduled to accommodate shipping delays. A R Quality Repair LLC will maintain communication until repair is completed.

By accepting service from A R Quality Repair LLC any and all customers have read the foregoing and agree to the terms and conditions set forth.