Claddagh Refrigeration & A/C Co. Inc

Refrigeration, Ice Machines, Heating, Ventilation, Air Conditioning
CCL# 796321
service@sfcrac.com

1434 15th Street San Francisco, CA 94103 Office (415) 643-9248 Fax (415) 252-9486



DATE:

COMPANY: CONTACT:

TITLE (i.e. POSITION W/ COMPANY):

ADDRESS: CELL PHONE:

FAX: EMAIL:

Subject: All Warranty Calls/Service Calls

WARRANTY SERVICE CALLS

Warranty coverage cannot be determined until technician performs diagnostics. Customer is responsible for diagnostic charge if the problem with the machine is <u>not covered</u> by warranty. Please note that installation errors and maintenance failures are not covered by the warranty. Also, <u>shipping and handling costs</u> for parts are not covered and will be billed to the customer.

NON-WARRANTY SERVICE CALLS

Our labor rates are \$130/hour (\$150/hour for Airport calls); We have a 2-hour minimum charge on diagnostic calls. We also charge a truck fee of \$50.00 per visit inside San Francisco and a truck fee of \$100 per visit for calls outside of San Francisco. The TRUCK fee is for costs related to transportation. In addition, a travel fee is charged based on our current hourly labor rates for all calls. These are the minimum charges, if warranty does not cover cost of the Site Visit. Overtime calls are (\$195.00 per hour) for all calls (both warranty and non-warranty). Any and all charges beyond normal hours or NON warranty calls, shall be billed to customer. There will be no processing Fee if paying w/ Check or CC On-Site or ACH (i.e. bank transfer). A \$25.00 Processing Fee for all Calls not paid on-Site. Invoice is DUE ON RECEIPT.

PLEASE SUPPLY CREDIT CARD INFORMATION BELOW. Please note: A credit card authorization hold will be placed on your card for \$310.00 (inside SF) or \$360.00 (outside SF) for our minimum charge for the diagnostic visit. After the service call the \$ amount of the service call will go through on this credit card unless another payment method is communicated to our office. If the call is fully covered by warranty then the diagnostic charge will not be charged to your card.

Note: This needs to be Filled out and ret	urned before we will begin wo	rk.	
Please print first and last name			
Sign:		Date:	_
CC#	EXP#	ZIP CODE#	CVC#
MANUFACTURER:			
TYPE (i.e. FREEZER/COOLER/ICE	E MACHINE, ETC):		
MODEL#			
SERIAL#			
ISSUE WITH EQUIPMENT:			
(Please provide as much detail as p	possible)		
LOCATION OF EQUIPMENT IN FA	ACILITY (i.e. kitchen, 2 nd f	floor, cafeteria, etc):	
WARRANTY CALLS (CUSTOMER RESPONSIBILITIES TO INCLUD	E BUT NOT LIMITED TO):		
C. To pay for errors from Install or repairs that m approval.	djustments and cleaning. 25 Sanitizer \$25) 50 Sanitizer \$25) Range \$65 to \$230 Depending on Ty ay be caused by other agents/compa	rpe) anies or modifications made withou	
D. To pay for damage repairs resulting from LAC E. To pay for premium labor rates, holidays, ove shipping and material charges not listed on payn restrictions and or permits	rtime, etc., <u>unreasonable travel time</u> ,	flat rate service call charges, milea	age or miscellaneous tools <u>.</u>
F. ANY Additional COI cost beyond the scope of	what Claddagh already Contains.		
G. Installation Errors OR LACK of maintenance	← (not covered)		
H. User Error (not covered)			
I. Change Orders from Delays on installs, Electri (Not Covered under warranty)	cal or Plumbing Issues		
J. Clogged Filters / Filtration System Inadequacion	es (Non Warranty Issue)		

*If needed to be invoiced Or a PO to Be Issued be aware there is a \$25 service fee and it will be added for every 15 days for past due invoice. Credit card is still required.