

Claddagh Refrigeration & A/C Co. Inc

Refrigeration, Ice Machines, Heating, Ventilation, Air Conditioning

CCL# 796321

service@sfcra.com

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Office (415) 643-9248
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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 not covered by warranty. Please note that installation errors and maintenance failures are not covered by the warranty. Also, shipping and handling costs 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.

