

SERVICE TERMS & CONDITIONS

Service Area - Javier's Home Appliance regular service area is within the city of Fresno and Clovis. Service fees for services located outside service area may differ.

Service Appointments - Appointments are scheduled with a 2 hour window. Service hours are 10:00am - 5:00pm (Monday through Friday). Javier's Home Appliance is not liable for any failure or delay in service due to any cause beyond our control.

Cancellations/Missed Appointments - Appointments may be cancelled 2 hours prior to appointment, by calling us at (559) 222-1692. An appointment that is not cancelled prior to service and the customer is not home at the time of the service, the appointment will be considered a missed appointment and the customer may be charged a \$25.00 convenience fee.

Denied Service - Service may be cancelled/denied by Javier's Home Appliance, (a) if dangerous or unhealthy conditions are present, real or perceived, (b) where a service technician's ability to perform is impaired by the customer or circumstances beyond his/her control, or (c) the customer or someone over the age of 18 is not present at time of service.

Courtesy Calls - At the customer's request, a courtesy phone call can be made to notify the customer the service technician is on his/her way. Whether the customer answers the courtesy phone call or not, the service technician will still proceed to the service call as scheduled.

Confirmation Calls - Prior to the scheduled service, a phone call will be made to the customer to ensure that someone will be available to receive the technician at the time of such service; a technician will not head out to the location of the service call until such verification is made. If confirmation can not be made within 15 minutes of the initial confirmation call, the appointment will be cancelled and the technician will proceed to his/her next service call. Confirmation Calls are made when (a) the service call is located outside Javier's Home Appliance regular service area, (b) there has been one or more previous missed appointments, or (c) at the customer's request.

Service Call - The calling of a Javier's Home Appliance technician to the residence of a customer, at the request of said customer, to inspect, maintain, repair, or service an appliance.

Service Call Fee - During the initial service call, based on the customer's description of the issue with the appliance, the appliance will undergo an inspection to diagnose the issue, and a written estimate will be prepared. The service call fee covers the initial inspection, diagnosis, and estimate for repair or other necessary service. The service call fee is \$40.00 per appliance inspected within Javier's Home Appliance regular service area.

Estimates - In the event an estimate cannot be completed during the initial service call, a written estimate will be produced and given over-the-phone; the estimate will also be readily available at Javier's Home Appliance, and can be delivered via mail or email. An estimate will always be given to the customer for review prior to any repair.

An estimate as required (Section 9844 of the California Business and Professions Code) for repairs shall be given to the customer by the service dealer in writing, and the service dealer may not charge for work done or parts supplied in excess of the estimate without prior consent of the customer. Where provided in writing, the service dealer may charge a reasonable fee for services provided in determining the nature of the malfunction in preparation of a written estimate for repair. For information contact the Bureau of Electronic and Appliance Repair, Department of Consumer Affairs, Sacramento 95814.

In-Shop Service - Appliances can also be serviced at Javier's Home Appliance: 1753 E Saginaw Way, Fresno, Ca. 93726.

NOTICE: Deposited property is not insured or protected to the amount of the actual cash value thereof against loss occasioned by theft, fire, and vandalism while such property remains with the service dealer or his representative, pursuant to the provisions of Section 1858.1 of the Civil Code.

Holds/Unclaimed Property - Javier's Home Appliance does not hold appliances for more than 45 Days. If an appliance is not claimed after 15 Days from the completion of requested service, a notice will be sent to the customer's mailing address: indicating the disposal of the appliance if not claimed within the time allotted, as stated on the notice.

Diagnosis Fee - The charge applies to appliances serviced at Javier's Home Appliance and includes the inspection, diagnosis, and the preparation of a written estimate. The diagnosis fee is \$25.00 per appliance.

Removal and Reinstallation Fee - The \$50.00 charge applies when an appliance is picked up by a Javier's Home Appliance representative from the customer's residence and taken to Javier's Home Appliance intended to be serviced "In-Shop". For removals and reinstallations outside the regular service area may incur an additional charge—a Transportation/Traveling fee.

Payments - Payment is due upon completion of repair. Customers may be required to pay for partial or total part cost and/or a portion of labor prior to repair, when (a) parts are special ordered, and/or (b) labor, parts, or total repair costs exceeds the value of appliance.

Refunds - Service fees are non-refundable once service begins. No refunds will be issued on (a) installed parts, (b) special ordered parts, or (c) on completed repairs.

Warranty - Javier's Home Appliance offers a 30 day warranty on all parts and labor, unless noted otherwise. The warranty period for parts and labor is effective from the date of service completion. If a problem arises within this period, customers should contact Javier's Home Appliance at (559) 222-1692 immediately so a follow up appointment can be scheduled to address the reoccurring issue.

Replaced Parts - Javier's Home Appliance will return all replaced parts, unless the parts are (a) subject of a core charge, (b) part of a rebuilt on an exchange basis, or (c) the customer waives the return of the parts.

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Delivery - The appliance will be delivered within the premises and if accessible, the appliance will be placed where required.

- Free delivery to Fresno/Clovis area, excludes: Upstairs delivery
 - Stack Combo delivery
 - Oversized Appliance delivery– appliances requiring either special handling, are oversized or weigh more than 350 lbs.
- Deliveries outside the Fresno/Clovis area include a delivery fee.

Installation - After appliance has been set in place it will be leveled, connected, and tested to ensure it is working properly.

- No appliance installation, appliance will only be dropped-off within the premises
 - If, the delivery path and/or area where appliance will be located does not fit the appliance or is obstructed, the premises lacks proper connections, is missing parts (e.g., electrical outlets, shut-off valves), or the premises is not up to code.
- In the event an appliance is unable to be installed (e.g., appliance does not fit, home lacks proper connections) and a Return/Exchange is permitted, an Appliance Return/Exchange charge will apply.
- + Free basic installation for most freestanding Refrigerators, Freezers, Washers, Dryers, and Ranges.
- + Washer and Dryer stacking may be available, an Appliance Stacking Fee may apply.

Refrigerator/Freezer - Appliance will be connected to existing water line. Shut-off valve required within 6 ft. If applicable, door reversal included, must be requested at time of purchase.

Washer - Appliance will be connected to the water valves, but must be within 4 ft. of hook up.

Electric Dryer - Dryer will be connected to dryer vent duct. Dryer vent duct not included.

- Dryer will be connected to the 240v electric outlet.

Gas Dryer - Gas Dryer will be connected to the gas flex line. Gas flex line not included. Gas shut-off valve must be within 4 ft.

- Dryer will be connected to dryer vent duct. Dryer vent duct not included.

Electric Range - Range will be connected to the 240v electric outlet.

Gas Range - Gas range will be connected to the gas flex line. Gas flex line not included. Gas shut-off valve must be within 4 ft.

Dishwasher - Dishwasher will be connected to 3/8" water line, drain, and electrical outlet. The shut-off valve & electrical outlet must be within 6 ft.

- Dishwasher Installation charge applies to all dishwasher installations.

+ Other Installation Fees: Cooktop, Wall Oven, Range Hood, Gas Shut-Off Valve and Built-In Appliance.

Haul Away - During delivery the appliance being replaced can be removed from the residence or relocated within the residence without connecting.

- Appliance must be emptied out and unplugged. If appliance has not been disconnected prior to removal, an un-installation fee may apply.
- Appliances not emptied out prior to service will not be removed or relocated.
- Appliances with pest infestation will not be hauled away.
- Haul Away request should be made at time of purchase to ensure the proper accommodations are made.
- If it is required to disassemble or deconstruct appliance for haul away, a fee may apply.

- If there is any damage to your property during any service due to our negligence, please report it immediately by calling us at (559) 222-1692.

Prices and Fees subject to change.