

## Repair Services Rates Card

In some areas we may use an Authorised Service Agent, you will be called directly by the Authorised Service Agent to arrange an appointment and they will advise the pricing for their services at this time. By accepting the appointment offered you agree to the Authorised Service Agents payment terms and conditions should the Repair Services supplied by them be deemed chargeable at their discretion.

If the Repair Services are carried out by our own BSH Technicians and the unit is outside of the 2 years manufacturer's warranty or the identified issue is not covered under the manufacturer's warranty terms and conditions, the following charges (including GST) will apply:

<b>Call-out Fee</b>	\$109.99 per Service Order
<b>Labour</b>	\$109.99 per Hour {charged in 6 minute intervals}*
<b>Travel</b>	\$0.94 per Km#
<b>Parts</b>	As required for the repair, the Technician will discuss this with you and provide a Cost Estimate on request
<b>Miscellaneous Charges</b>	Any miscellaneous fees not covered by other charges and may include items such as an Electrical Safety Test, sealants, screws, lubricants, etc.
<b>Workshop Fee</b>	\$54.95 per Service Order^
<b>Small Appliance Disposal</b>	\$50.00 per Appliance
<b>Medium Appliance Disposal</b>	\$50.00 per Appliance
<b>Large Appliance Disposal</b>	\$100.00 per Appliance

\* Please note if the repair is completed in the first 18 minutes of a visit, there will be no labour charge. If the repair takes longer than 18 minutes labour will be charged from the Technician's arrival time.

# Applied to addresses outside the normal city boundary.

^ Applied to appliances delivered for repair to the UnserHaus Service Workshop.

Note:

- Call Out will only ever be charged once per Service Order regardless of the number of visits to resolve the same Service Order.
- Call Out may only be excluded for linked Service Orders on the same day where the Call Out was charged on the first Service Order.
- Labour is charged in 6 minute intervals which equates to \$109.99 per hour as an hourly rate.
- Labour is not charged if the repair is completed within 18 minutes of starting a Field Service Order.
- If the repair takes longer than 18 minutes then labour will be charged from the time of arrival at the premises.
- Payment is required at the completion of the repair. Part payment may be taken for chargeable Spare Part Missing or Cost Estimate cases.
- Any appliance delivered to the workshop for repair or investigation by a customer will be charged a Workshop Fee on arrival. If the repair is found to be covered for any reason by BSH's manufacturer's warranty or a consumer guarantee then the fee will be refunded to the customer when they collect the appliance. If a full repair is completed and the labour cost is more than the Workshop Fee the difference and any parts fitted will be charged at the completion to the repair.
- Installation Services are priced on the Installation Services Rates Card.