

Website - Terms of Trade

Terms of Trade

EASE Group Ltd is committed to achieving high standards of professional service to its customers. We view our customers as business partners, and seek the highest possible levels of customer satisfaction.

The Terms of Trade below are designed to support this mission. They outline the relationship between us and you. We warrant that we will perform to the highest standards, and in return you promise to treat EASE Group Ltd its staff with respect, and pay your accounts on time. Due to rising costs we have reviewed our terms of trade. One of the the largest costs we face is when we book a time to be at a customer's premises, but they are not there as agreed. We have therefore decided that to hold prices for customers who do keep their appointments, we will charge those who do not the cost of attending when no one is home. If we and our customers meet our mutual obligations then Appliance Repairs will be able to deliver the highest quality of service to more customers. It's a win, win.

1. Payment in full is required on the day of service.
2. If the invoice is not paid within 7 days of the day of service, we reserve the right to charge a late payment penalty of \$20.00 per calendar month that the account is overdue.
3. If the account is not paid within 14 days after the due date the account will be placed in the hands of our debt collection agent for collections. The account will incur liquidated damages of 25% of the unpaid portion of the debt, but not less than \$25.00.
4. Where the total debt collection agency costs, legal and other costs arising from the collection of any amount owing exceeds that amount specified in the previous paragraph then you will pay our actual costs incurred.
5. It is acknowledged that the amount payable to our debt collection agency is a debt enforceable by that collection agent under the Contracts (Privity) Act 1982.
6. If any instruction is received by the Company from the Buyer for the supply of products and/or services, it shall constitute acceptance of the terms and conditions contained herein. Upon acceptance of these terms and conditions by the Buyer, the terms and conditions are definitive and binding.
7. In consideration of EASE Group Ltd allowing me/us to purchase goods and services, I/we understand that EASE Group Ltd is collecting and will hold information supplied by me/us for the purposes of EASE Group Ltd administering requests on merchandise and services. I/we understand that these purposes may require my/our personal information to be provided to debt collection, repossession and credit reporting agencies and their clients.
8. All work undertaken by EASE Group Ltd, hereinafter called 'the Company', carries a Manufacturer warranty on parts and 30 Day warranty on labour. In the event that a repair fails during this period there will be no further charges levied to fix the fault except that

this warranty applies only to faults serviced by the Company, and not to new faults. This warranty does not apply if between the initial repair and the fault being investigated by the Company a third party has interfered with the appliance.

9. A Service call can be cancelled at any time up to 4.30pm on the preceding working day. Cancellations on the day can be rebooked at no charge, unless made within 60 minutes of the time booked, in which case a separate standard call out fee will be payable on a subsequent booking.
10. In the event that the payment for the call out is not made by the time our technician leaves the clients premises a \$20.00 administration charge will be added to the account.
11. Where a technician attends a client premises during the time frame agreed when the booking was made and no access is then available to the premises the standard Service call charge will apply.
12. All contractual terms between the company and the client are governed by the Commerce Act, the Fair Trading Act, the Consumers Guarantees Act and the Sale of Goods Act. the Company guarantees to uphold your legal rights
13. Any questions concerning these terms of trade should be addressed to EASE Group Ltd, P O Box 70188 Fraser Cove Tauranga 3155. Phone (07) 578 4454, email info@easegroup.co.nz.

It is noted that until the cost of the transaction and all other monies which become payable by you to EASE Group Ltd under this agreement have been paid:

- a. Property (ownership) in the goods shall not pass to the buyer.
- b. The buyer shall not damage, alter or deface the goods but shall keep them in good order and repair, fair wear and tear excepted.
- c. If the goods purchased have been sold then the sale proceeds are deemed to be held in trust for EASE Group Ltd.

Warranty on our repairs

There is a warranty on all our house calls (or workshop work) and labour. Spare parts that we provide (being new parts through our suppliers) come with a Manufacturer warranty.

If there is a Re-Fault this maybe a different cause, even if the symptoms are the same - it can happen. In this case the house call and labour will not be covered. Whether the parts are covered has to be decided on a case by case basis.

If the fault recurs outside the 30 Days, then the parts may be covered by the supplier's Manufacturer's warranty. **We cannot guarantee the work of other companies.** If another service company has serviced your appliance, and there is a problem, you need to contact that company.

Warranty on parts supplied

EASE Group Ltd and the various parts manufacturers and suppliers cannot warranty the work of unqualified people. Quite simply, ***parts purchased for installation by unqualified persons are non-refundable and are not covered by a manufacturer's warranty.*** While this is not intended to diminish your rights under the Consumer Guarantees Act, we cannot be moved on this policy because our suppliers simply will not give us a refund on parts installed by unqualified persons

Spare parts supply

We can supply spare parts for all of the brands of appliances we repair and service. To order parts please fill out our [Request a Part Form](#) or call us on 07 578 4454. Please have your product's make and model number ready.

See Warranty on parts supplied.We do endeavor to carry most common parts, however some parts will need to be ordered. We will give you an e.t.a on all parts ordered through EASE Group Ltd. Most suppliers can supply parts overnight so there should not be much of a delay.