

Service conditions.

These conditions are an integral part of any commercial contract signed by the producer and the customer. Service conditions are valid from the date of their announcement till any other change. As a part of the commercial contract their text is valid at filling date of order by the producer. By handing an equipment over to be serviced/repaired by the producer, the customer is obliged to accept the following service conditions without reserve.

1. Service conditions are valid for service operations at the customer's seat or in our (Gastroklim) work-room. Handing over an equipment to be serviced/repaired means acceptance of our service conditions.
2. Guarantee repairs are subject to our Guarantee conditions. Guarantee repair is to be made according to the letter of guarantee or any other document confirming the purchase of an equipment. The six months guarantee of the work and of the material is given to any possible defect of a repaired equipment starting the date of taking-over this equipment to be cared (in the way as stated in the service form). In case of a subsequent claim this service form must be submitted.
3. Preliminary price, meaning rough estimate without VAT, can be increased by 10%, maximally. The amount higher than 10% must be confirmed by the customer.
4. The customer is obliged to take up the serviced/repaired equipment by 1 months since the date the repair is finished. In case it is not so, the producer is entitled to ask the customer for a penalty of CZK 25 per each day of delay.
5. The serviced/repaired equipment can be released against the confirmation (signature) on the service form. If the customer wishes, he is entitled to get back – with a non-guarantee repair - the replaced component parts according to the items mentioned in the service form and to confirm this fact by his signature. In case the customer does not take back these component parts and signs the service form means he wants the producer to liquidate them and the producer must do so.
6. Service price list. Service works and the montage CZK 450 per hour; transport costs (the service car and the driver) in Prague CZK 550 in gross, otherwise all over the Czech Republic CZK 12/1 travelling km and CZK 10/1 travelling km over 200 km. The amount of service works is increasing with every entering half-hour. In days of bank holidays, feasts and within working days during 6 o'clock PM – 8 o'clock AM the basic amount of service is increased by 50% (total of CZK 675 per hour). These prices are without VAT. VAT to be invoiced according to its valid rate.
7. Date of taxable payment is the date of the completion of an order. In case the service was running in Gastroklim work-rooms it is the day of releasing the equipment.
8. Payment conditions. All service works to be paid in cash only, unless there exists another agreement. In case of customer's default in payment the delay charge in the amount of 0,01% per day of the sum due will be charged. Nevertheless, the producer is as well as entitled to claim for possible damages.
9. Asking for a service/repair. The central dispatching from Monday to Friday 8.00 – 18.00 o'clock, phone No. +420721055519 or +420317471095. In days of bank holidays, feasts or within working days after 18.00 o'clock it is possible to contact our HOTLINE +420721055519.
10. Others. The customer is suggested to cooperate with the producer. In case of defects' diagnose only, the same rates as above will be applied.
11. Final provisions. The producer and the customer promise to solve all possible misunderstandings in a peaceful way. In case they cannot find a consensus, the problem will be submitted and solved at The Economic and Agrarian Chambers of the Czech Republic in accordance with their laws and rules by one arbiter appointed by the Chairman of the Arbitration Court. The producer declares he has arranged with Kooperativa company the insurance of liability for damages along the business activities in the amount of CZK 5,000.000