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Shop 27, 18 Crownwood Road, Ormonde (Ormonde Shopping Centre) Online Click & Collect / Dispatch Point

<http://caterkingsa.co.za/>

<https://www.facebook.com/CATERKINGSA/>

WARRANTY TERMS & CONDITIONS

1. Caterking equipment comes standard with a 12-month **carry-in** warranty.
 - 1.1. Warranty is **carry-in**, which means Caterking will not collect goods for repairs or returns. Returns for exchange or repair will be covered at the customers cost.
2. Technicians are available for onsite equipment assessment; the fee is calculated according to area.
3. Warranty does not cover ware and tare components, i.e., on off switches / bearings / seals / elements etc.
4. In the case that a customer has purchased equipment and is not able to bring in the equipment to the store to be checked, Caterking will courier the spares needed to carry out the repair, the repair agent will be covered at the customers cost, the delivery of spares will be covered by Caterking.
 - 4.1. The repair agent should be certified.
 - 4.2. All parts replaced become the property of Caterking and should be returned.
5. All products besides plug-in products must be installed by qualified electricians and/or certified gas installers and a certificate must be issued by the accredited installer on the completion of the install. Failure to do so will render your warranty null and void.
6. This warranty does not apply to defects caused by casualty or unreasonable use, including faulty repairs by others and failure to provide necessary maintenance.
 - 6.1. Refrigeration – Warranty is void if condenser is blocked.**
- 7. Electrical power surges are specifically excluded, all electrical equipment should have surge protector fail safes installed i.e.: surge protector plugs etc.**
8. Refunds will only be considered within 7 days of purchase; management will decide on the following options within the first 7 days of purchase - credit / exchange / refund.
 - 8.1. ITEMS TO BE RETURNED WHERE A REFUND / EXCHANGE / CREDIT IS APPLICABLE MUST BE UNUSED, SEALED AND IN THE ORIGINAL PACKAGING**
 - 8.2. ORDERS THAT ARE CANCELLED OR ITEMS THAT ARE RETURNED WHERE CATERKING IS NOT AT FAULT WILL CARRY A CANCELLATION/ADMIN FEE OF 5% OF THE TOTAL ORDER AMOUNT.**
- 9. In the event of equipment being delivered or couriered, items must be checked on date of delivery and any concerns must be brought to Caterking's attention on delivery date.**
10. Caterking will only take responsibility for stock being delivered by our delivery vans/drivers/ reps.
11. Deliveries collected by couriers may be damaged or stolen in transit Caterking can in this **unfortunate** circumstance not take responsibility, **transport insurance should be included** in your courier delivery quote in order to claim from the delivery company may something unfortunate occur during transit of the goods purchased.
12. Once an item/s are purchased customer has 7 working days to arrange collection, failure to do so will incur storage and insurance fees 5% of the invoice amount per week, this is payable before your item/s are dispatched.