

## **Terms and Conditions Kenwood Chef Service Limited**

Period August 2020 – February 2021

### **2.0 Terms and Conditions of Service**

#### ***Apply to Kenwood Chef Service Ltd.***

*Kenwood Chef Service Limited is an independent company from Kenwood Chef Restore Ltd.*

*You can visit their own website [Here](#)*

#### **2.1 Restoration and Service Guarantee:**

We guarantee our work for 6 months. \* on Service and Upgraded mixers

10 Months on Restored mixers - apply from October 2020 (see note on section 2.2)

All machines have been checked to work for many more years.

The Paintwork on Restoration machines is for 5 years.

The Guarantee covers: Any component we replace in your motor.

Electrical parts have been tested and are covered by guarantee.

Gearbox are not covered even if has been replaced for used ones

Paintwork if the paint bubbles up or changes colour.

Gearbox conversions are covered by guarantee if the machine shows no symptoms of abuse or overload

Upgrade motors are covered by the manufacture for 6 months.

All New parts replaced are cover for 6 months by the manufacture (Kenwood) after that time replacement parts are chargeable.

Overseas Customers are covered by Guarantee but transportation is on their expenses

#### **2.2 The guarantee does not cover:**

If any original gear or planetary hub fails. \*

(These machines are up to 60 years old and we cannot guarantee the life of original components)

Original Gearboxes and Planet Hubs are not cover a except we replaced for New Gearbox and is fitted by us

Kmix and KitchenAid if the replaced Gear worn again is not covered by guarantee\*\*

As we check the motor is running healthy if your armature fails there is no cover by guarantee.

Complete Main boards does not cover (components fitted on boards are covered)

Planetary hubs originals are not covered under guarantee

Motor burned or near burned are not cover by guarantee

Paintwork, if the machine has been dropped, or has accidental scratches are not covered by guarantee

Original Plastic trims are not covered.

We are not responsible for any damage caused from any attachment used by the customer connected to their mixer.

The customer needs to ensure their attachment is in good working order before use.

The guarantee does not cover if you overload and/or not follow the instructions details on the Recipe and instruction book provided by the Manufacturer

Restored and Serviced mixers are suitable for domestic use only. -

*We do not guarantee for non-domestic use*

**Note:** \*The First 6 months return-delivery is free of charge customer just pay one way delivery, we return to our cost

\*\* If the spare part is New are covered for the first 6 months by manufacture, after 6 months is chargeable but our service /replacement repair is under guarantee till completed the 6 months ( exclude one way delivery after first 6 months )

Overseas Customers are covered with 6 months ( Transportation are on their expenses on the 6 complete months )

\*\*No include Gears

#### **2.3 Delivery: Customer use their own courier (No part of the contract between KCS and Customer)**

From 1st August 2020 Return Delivery is arranged by customer. the customer has the option to choose courier company and insurance.

Kenwood Chef Service. return your mixer on the same box and Packing material provided by the customer when the mixer was delivered to us.

Kenwood Chef Service also can add extra box or packing material to protect more the package (subject to availability)

On case of Damage in transit, Customer must deal with the courier company about the claim

Our Responsibility ends when the mixer is on hand of the courier is for that reason all services are ensured by them.

If the damage was accidental by the customer: Customer must pay Delivery for both ways and Parts required, Kenwood Chef Service not charge for the labour or fees. - Accidental damage are not cover by guarantee.

#### 2.4 Notice of Defect:

The customer's obligation to examine the repair objects and to make a complaint in respect of a defect immediately on receipt is determined by Art. 377 Commercial Code.

If the customer fails to notify us of the defect within 24hours after return of the repair object the repair shall be considered as having been properly performed, unless the defect could not have been discovered by the examination.

Should such a defect be discovered later, the notice of defect must be given without undue delay upon its discovery; otherwise, the repair shall be considered as having been accepted also in regard of this defect.

#### 2.5 Defect on different area:

The guarantee covers our work for 6/10 months as state on section 2.1 of this contract, we reserve the right to refuse on guarantee any area your machine not be required on time.

examples: your machine came with Gearbox issue (mechanical) but after 3 months develop a electrical issue. The electrical issue may no cover by guarantee because was not part of the serviced required on that time.

#### 2.6 Timescale:

The Timescale on Service/Repair are between 7-10 working days, if a New part is required and the provider fail to deliver on time because the manufacture have no stock or is discontinued, we let you know the estimate time when back in stock.

Timescale on Restorations are between 5-8 weeks if all going well and all parts are in stock.

To models A700 can be take till up 7-9 weeks

Please note: Paintwork Restorations is a 3rd party company sometimes can be delayed. but we try keep on track, customers must be prepared to wait on case some delays incur.

#### 2.7 Service Provided:

On our Website on each section explain with detail what include each service, Service Repair, Restorations.

Also, each service depends on model of your machine, A701/ KM series etc

Is very important the customer (you) understand what include and what not include before order our services

you also must read our **Frequently Asked Questions** or contact us if you have doubts

The continuation of use our service mean you understand and agree our Terms and Conditions.

We diagnose your mixer first before change parts, we send an e-mail notify the extra parts needed and the total amount.

Kenwood Chef Service Ltd. need your approval before continue.

We do not change/replace original Gears if they are in good condition inclusive the plastic ones

If you (the customer) decide not to continue a Diagnose Fee of £ 10.00 is chargeable + Delivery

Please note: We may refuse mixers has been taken apart by non-professional person or missing parts, we do not accept mixers on bits

The customer has the obligation follow the instructions on "Booking in your Mixer" provided on the first e-mail.

On very rare cases Kenwood Chef Service Ltd. are unable to repair/fix your mixer, due bad condition of the appliance or obsolete spare parts.

if we unable to repair it for any reason, we return the mixer to the customer.

There is not diagnose or repair charges, except Delivery is chargeable.

#### 2.7a Cleaning your mixer during Service:

An exception of models A701/A - A707/A where Full Service is applicable and Full Mechanical clean is included on price

Services for other models as KM, A901, KitchenAid- the clean-up is *standard* and discretion of the Engineer, the workshop have no obligation of full clean the mixer a except the customer request it and additional of £ 12.00 is charged.

Kenwood Chef Service Ltd may refuse service your mixer if the engineer cannot work with its due excess of dirt and where the customer refuse to pay the additional £ 12.00 to be cleaned and work on it

#### 2.7b Postal Address

Is the responsibility of the customer provide complete Postal Address when contact us or decide send us the mixer to us?

The postal address must be complete and, on the e-mail, when you contact us.

When we generate the invoice, the postal address is taken from the e-mail you contact us first. using Copy and Paste system. Kenwood Chef Service not use the address provided on the form you included with your mixer, if your address on the e-mail is missing or incomplete, we invoiced without address or what we have already

we do not send marketing by post or share your information with 3rd parties.

#### 2.7c Right of Service refusal

Kenwood Chef Service Limited may refuse to provide service to customers for some reasons

- \*The customer is aggressive on the first communication
- \*The customer demand authority over the business or didn't agree company Terms and Conditions
- \*The customer requests a service is not available or the company cannot provide on the timescale
- \*The customer is not in the remote area where the company can reach you
- \*The customer took the mixer on pieces
- \*The mixer is on very bad condition
- \*The mixer cannot be repaired due out of date or company no longer accept that model
- \*The company is overload/ back log and cannot accept mixers on time requested
- \*The company is temporal closed or due to temporal closing
- \* The individual was a customer before and for some reason cannot use our services again section 2.9a of this contract

Kenwood Chef Service Ltd NEVER refuse service to individuals based on: Religion, Age, Sex, Sexual orientation, ethnic groups. etc

#### 2.8 Payments

Payments method to "Kenwood Chef Service Limited" are: Bank Transfer and Cheques only.

All payments are free of charge with no fees

Failure to settle final invoices after a period of 3 (Three) months will result in the machine being auctioned to recover costs.

If you (the customer) explain cannot effort the payment we can hold the mixer a couple months, but we do not take responsibility if the mixer is stolen or damaged by fire as is no longer insured

If for some reason you already collect the mixer from us, but not payment made or payment was reversed.

We send notification to make the payment withing 7 days.

if we no hear from you on that time, we able to send collections agency or take action on Money Claim Courts

### 2.9 Compliments and complaints

If you have a compliment or complaint, we really want to hear from you.

We welcome your comments as they give us the opportunity to put things right and to improve our service.

write to: *Kenwood Chef Service Ltd.*

10 Elmwood Avenue,

Bridgwater- Somerset, TA6 6AQ.

Contact us section

Kenwood Chef Service Ltd. will endeavour to resolve all disputes amicably and professionally normally within 14 days.

If the dispute should take longer, Kenwood Chef Service Ltd will notify the customer accordingly.

The obligation of Customer is given to the company opportunity to put things right within 28 days, if the dispute cannot end satisfactory after that time the company can offer a partial Refund.

Communications between the Customer and Kenwood Chef Service Ltd. are preferably by e-mails or letter.

The company have no recording equipment for telephone communications and any request, orders and bookings must be made by e-mail.

### 2.9a Refunds end of contract

If for some reason we issue a refund, for example, you are unsatisfied with the service provided, or both parts rise any disputes

We do not give refunds or compensations where the responsible is a 3rd party company

Partial refund: you still entitle to after service benefits, like claims, guarantees or use us in the future

Full refund: The contract between company and customer terminates. the customer understand cannot request guarantees, claims or faults, also not be allowed use our services again - Full Refund no applies where the mixer has fitted with new motor or parts

***End of Terms and Conditions for Kenwood Chef Service Limited***