



HRC Alliance Warranty

Terms & Conditions

1. 12 month warranty is provided to all new items supplied and installed by HRC Alliance, Alliance Refrigeration or by our nominated subcontractors and suppliers.
2. All warranty work is to be undertaken during normal working hours (Monday-Friday 8am-4pm). Works outside these hours are not covered by Warranty terms and labour will be chargeable to the end user.
3. Warranty service works will be undertaken by the equipment supplier or their authorised contractor. Suppliers will require the end user's credit card details before providing any warranty service. The end user authorises the supplier to charge the end user's credit card for the cost of repairs carried out by the supplier (including labour costs and the costs of parts) which are not covered by their warranty (including where the exclusions listed below are applicable)
 - a. HRC Alliance are not deemed the end user of the product and will not provide credit card details to the supplier to undertake a warranty service request on behalf of the end user.
4. Excluded from our warranty are:
 - a. The warranty period is not renewed or extended as a result of a warranty repair or replacement.
 - b. Warranty / Free service to any existing Refrigeration equipment.
 - c. Glass breakage and light globes.
 - d. Warranty on all equipment supplied by others.
 - e. Warranty on domestic appliances.
 - f. Warranty costs for, or recommissioning of, equipment tampered with, by others.
 - g. Damage caused through misuse, site conditions or acts of God.
 - h. Consequential losses due to failure of equipment.
 - i. Warranty costs for, or recommissioning of, equipment tampered with, by others.
 - j. Preventative or operational maintenance.
 - k. Cleaning costs