

Appliance Servicing Policy

Dear Customer,

This document outlines the current Appliance Servicing Policy of Atlantic Kitchens.

We offer diagnostic, repair and proactive maintenance services.

Atlantic Kitchens is the Authorised Miele Agent for Barbados, St Lucia and Antigua. We offer all customers an after-sales service which is fully supported and endorsed by the Miele company, using only official Miele components, diagnostic tools and installation equipment.

Warranty

By choosing Atlantic Kitchens to supply, install and maintain your Miele appliance, we provide a one-year parts and labour warranty on that product from the date of delivery. Provided that your appliance has been used in accordance with the operating manual, you will not be charged for components, freight or labour during this period.

A further one-year warranty applies to any replacement components from the date they are installed.

Chargeable Repair and Maintenance

Our service options and prices are shown below. The “Attendee” describes the person in attendance when the service call takes place. This may be the Homeowner, Housekeeper or Property Manager.

Appliance Fault Occurs

Call local Atlantic Kitchens technician to arrange diagnostic visit

Prices in US Dollars

Diagnostic Fee

\$90

\$30 per additional appliance

No Components Needed

Appliance faults that do not require replacement components can often be prevented.

The technician will be happy to explain the cause of the fault to the Attendee, and demonstrate how the problem can be avoided in future.

There will be no further service charges, but you may be recommended specific Miele Care Products to ensure that your appliance remains in the best possible condition.

Components Required

If components are required, in most cases they will need to be ordered direct from Miele in Germany. A quote for the components and freight will be prepared as soon as possible.

+ Spares

by separate quotation

Upon acceptance and payment, components will be dispatched to your local technician by air freight. The lead time is normally 1-2 weeks depending on stock and Customs procedures.

Once the components have arrived, you will be contacted to arrange a repair visit.

+ Repair Fee

\$120

Up to 1 hour.
Then \$20 each additional 15 minutes.

Maintenance Check

Our Technician will test all of your Miele products for complete functionality, and explain recommended appliance care procedures to the Attendee.

We will waive the Diagnostic and Repair Fees on all component repairs for a six-month period after a maintenance check. You will only be charged for components.

+ Maintenance Fee

\$30

per appliance

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Terms and Conditions

Payment

- (i) The Diagnostic and Maintenance Fees are payable in advance
- (ii) Where components are required, Atlantic Kitchens will provide a quote after the initial diagnostic visit. The components will not be ordered until full payment for both the components and Repair Fee has been received.
- (iii) Repair time over the prepaid one hour will be billed separately, at the rate shown.

Diagnostic Call Out

- (iv) Diagnostic Call Outs are limited to a single appliance, intended to diagnose an apparent fault.
- (v) You will be charged at the rate shown for each additional appliance that requires attention during a Diagnostic Call Out.
- (vi) Diagnostic Call Outs are not equivalent to a Maintenance Check, which must be purchased separately.

Maintenance Checks

- (vii) The Maintenance Check should not be considered as an insurance policy for your goods. The service is intended to keep appliances in the best possible condition, and to identify and prevent potential faults before they arise.
- (viii) Atlantic Kitchens is not obliged to issue Maintenance Check reminders.
- (ix) In the event that a Component Repair is discovered whilst performing a Maintenance Check, the price of the part(s) and the repair fee will be quoted for the faulty appliance as per (ii) and (iii). The Maintenance Fee will be waived for that appliance only. The 6-month fee-free period will then apply on all appliances from the date of the Maintenance Check.
- (x) Atlantic Kitchens Inc. reserves the right to withdraw the fee-free period after a Maintenance Check if we suspect that the appliance has been poorly maintained, tampered with, used inappropriately, or not used in accordance with the instructions.