



# Terms & Conditions for AC Aircon Services

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## 1. Introduction

By booking and using our services, you acknowledge and agree to be bound by these Terms and Conditions ("Terms"), whether or not you have read them. These Terms apply to all services provided by AC Aircon Services ("we", "us", "our").

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## 2. Services Provided

Our services include, but are not limited to:

- Air Conditioning Installation & Replacement
  - Air Conditioning Servicing
  - Chemical Wash & Chemical Overhaul
  - Air Conditioning Repairs & Troubleshooting
  - Gas Leak Testing
  - Air Conditioning Cleaning Services
  - Other related services as detailed on our website
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## 3. Service Appointments

Appointments for services can be made online, via phone, or in person. Upon confirmation, a booking confirmation will be issued.

Our service hours are between **9:00 AM – 8:00 PM**.

Customers are required to allow a **2-hour arrival window** due to scheduling and job variations.

Appointments booked **before 6:00 PM** will follow standard pricing.

Appointments scheduled **from 6:00 PM onwards** are subject to an **additional surcharge**, which will be communicated prior to confirmation.

For clarity:

- Bookings made **before 6:00 PM** will not incur surcharge, even if arrival is delayed beyond 6:00 PM
- Bookings made **from 6:00 PM onwards** will incur surcharge

While we strive to be punctual, delays may occur due to ongoing jobs or unforeseen circumstances. Such delays shall not be grounds for cancellation, dispute, or waiver of charges.

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#### 4. Cancellations and Rescheduling

Cancellations made less than **3 hours before the scheduled appointment** will be subject to a **\$30 cancellation fee or 50% of the service charge**, whichever is lower.

Rescheduling is allowed without charge if notice is given at least **3 hours in advance**.

We reserve the right to reschedule appointments due to emergencies, equipment issues, or unforeseen circumstances. In such cases, no fee will be charged.

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#### 5. Deposits

For selected services, especially installations or major works, a deposit of **50% to 70%** may be required to secure the booking.

Deposits are **non-refundable once confirmed**, including cases where the customer cancels or does not proceed.

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#### 6. Diagnostic & Troubleshooting Disclaimer

Air-conditioning faults may involve multiple components, including but not limited to indoor PCB boards, outdoor PCB boards, wiring, communication faults, sensors, and system controls.

All diagnosis and troubleshooting are based on the **best technical assessment at the time of inspection** and are **not guaranteed to fully resolve the issue**.

By engaging our services, the customer acknowledges and agrees that:

- Additional or underlying faults may exist beyond the initial diagnosis
  - Further repairs, parts replacement, or system upgrades may be required
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#### 7. Intermittent Faults

For intermittent or non-consistent issues, the air-conditioning system may operate normally during testing.

AC Aircon Services does **not guarantee** that such issues are fully resolved, as faults may recur outside of testing conditions or after service completion.

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#### 8. Parts Replacement & Non-Refundable Policy

All parts installed, including but not limited to PCB boards, sensors, and electrical components:

- Are **strictly non-refundable and non-exchangeable once installed and tested**
- Remain fully chargeable regardless of whether the issue is fully resolved

Removal or replacement of installed parts at the customer's request:

- Does **not entitle the customer to any refund**
  - Will incur additional charges for labour, transport, and service time
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#### 9. Reversal or Change of Decision

If the customer requests to:

- Revert installed parts

- Undo completed work
- Change previously agreed repair decisions

Additional charges will apply for labour, transport, and time spent.

All previously completed works and installed parts remain fully chargeable.

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### **10. Multi-Visit & Troubleshooting Charges**

Each visit, including initial checking, troubleshooting, and follow-up visits, is **chargeable separately**, unless otherwise stated in writing.

Charges apply regardless of:

- Whether the issue is resolved
  - Whether the system is found to be functioning during testing
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### **11. Payments**

Payment is due upon completion of services unless otherwise agreed in writing.

Accepted payment methods include PayNow, PayLah, Cash, and Bank Transfer.

All completed works, service visits, and installed parts are chargeable.

**Disputes regarding service outcomes do not waive payment obligations.**

Late payments beyond 30 days may incur a **10% late fee**.

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### **12. Refund Policy**

Refunds are **not applicable** for completed services, troubleshooting visits, or installed parts.

Any goodwill refund is strictly at the sole discretion of AC Aircon Services and will be assessed on a case-by-case basis.

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### **13. Service Warranty**

A limited warranty period of **30, 60, or 90 days** may be provided depending on the type of service performed.

The warranty applies only to the specific repair or service carried out.

The warranty does **not cover**:

- Intermittent or recurring faults
  - Additional or underlying issues not previously identified
  - Issues caused by improper use, lack of maintenance, electrical surges, or external factors
  - New or unrelated faults
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### **14. Gas Leak Testing**

The quoted price for gas leak testing does not include reconnection of copper piping or system commissioning.

Gas top-up and further repairs are not included and will be quoted separately after assessment.

All on-site quotations provided by technicians shall be considered final.

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## 15. Pricing and Final Quotation

All prices provided prior to on-site inspection, including but not limited to checking and troubleshooting fees (e.g. \$70), are **indicative estimates only**.

Final pricing will be determined based on the **technician's on-site assessment**, taking into account:

- Actual fault condition
- Time spent on diagnosis and testing
- Complexity of the issue
- Additional work required

The final quotation provided by our technician on-site shall be considered **final and binding**.

All services provided by AC Aircon Services are subject to this pricing structure, including but not limited to:

- Checking and troubleshooting
- Repairs and parts replacement
- Servicing and chemical works
- Installation and other related services

By proceeding with on-site works, the customer is deemed to have accepted the final pricing advised by the technician.

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## 16. Flooring Condition and Property Protection

Our technicians will take reasonable precautions, including the use of protective sheets, to minimize the risk of damage during servicing.

However, AC Aircon Services shall not be held responsible for:

- Stains, discoloration, or damage to flooring or surrounding areas
- Pre-existing conditions or hidden defects

Customers are responsible for informing us of any sensitive areas prior to servicing.

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## 17. Limitation of Liability

AC Aircon Services shall not be liable for:

- Incomplete resolution due to multiple or underlying faults
  - Recurrence of issues after service
  - System failure arising from unresolved or unrelated issues
  - Any indirect, incidental, or consequential damages
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## 18. Customer Decision & Responsibility

If the customer declines recommended repairs or requests alternative actions, including reverting installed parts, AC Aircon Services shall not be responsible for any resulting performance issues, system failure, or impact on other connected units.

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## 19. Force Majeure

We shall not be liable for delays or failure to perform due to events beyond our control, including but not limited to natural disasters, labour disputes, equipment failure, or government restrictions.

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## **20. Confidentiality and Privacy**

We respect your privacy and are committed to protecting your personal information in accordance with applicable laws.

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## **21. Governing Law**

These Terms shall be governed by and construed in accordance with the laws of Singapore. Any disputes shall be resolved in the courts of Singapore.

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## **22. Changes to Terms**

We reserve the right to update or modify these Terms at any time. Updated Terms will take effect upon publication.

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## **23. Contact Information**

For any enquiries, please contact us at:

Email: [airconservicesac@gmail.com](mailto:airconservicesac@gmail.com)

Phone: +65 97118011

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**Effective Date:** 01/01/2024

These Terms and Conditions were last updated on 17/09/2024