



Dear Valued Customer,

Attached is our applicable service policy and credit card authorization form. Please fill out both forms in full and return to our office via fax or email.

Please note that service can not be provided until both forms are filled out in full and returned to us. For your safety and convenience, your credit card will only be charged after authorization and/or if the service does not fall under your equipment manufacturer warranty coverage.

Please be sure to read both forms completely before signing. If you have any questions, comments, or concerns, do not hesitate to contact our office for assistance. Our information is located below for your convenience.

Thank you so much for your time and cooperation in this matter.

Sincerely,

Nicholas Zastoke
Vice President

23705 VANOWEN STREET #131
WEST HILLS, CALIFORNIA 91307
T: (877)331-1260 ~ F:(877)838-1577
AIRPLUSREFRIGERATION@GMAIL.COM

YOUR BUSINESS IS GREATLY APPRECIATED



STANDARD POLICY

- Airplus Refrigeration, Inc. has No Free Estimates
- \$119.00 for the 1st hour + \$59.50 per half hour thereafter + Parts & Taxes
- Service truck fee of \$60.00 applied for all service calls placed (including warranty) and applicable parking fees
- To pay for premium labor rates as a result of holiday, overtime, etc. unreasonable travel time, or mileage. Added labor time due to inaccessibility of equipment.
- Manufacturer EXCLUSIONS of Warranty: Adjustments, Improper Installation, Maintenance
- Warranty repairs: End user may be responsible for freight charges
- Customer further agrees to pay for services C.O.D. (Credit Card) upon authorization

Customer acknowledges & agrees that any outstanding balance will be charged to the following credit card on file.

Note: For any service call placed with Airplus Refrigeration, Inc., we authorize your credit card on file & for any outstanding balances after services and labor is complete.

Note: If a warranty service call is placed, your card will not be charged, but you may see an authorization that was frozen and debited back to your account.

CUSTOMER INFORMATION

CUSTOMER JOB:	
ADDRESS:	
DATE:	
FULL NAME & TITLE:	
EQUIPMENT MANUFACTURER:	
MODEL & SERIAL #:	
COMPLAINT:	
IF NOT WARRANTY, PAYMENT METHOD:	CREDIT CARD: <i>No Cash or Checks Accepted</i>
SIGNATURE:	



Credit Card Authorization Form

- Airplus Refrigeration, Inc. has No Free Estimates
- Charges will be based on Standard service, Overtime service, or Equipment Rental policies + Parts & Taxes.
- Service truck fee of \$60.00 applied for all NON WARRANTY service calls and applicable parking fees
- If warranty service call is required after hours and/or on a weekend, which the factory does not cover, end-user (customer) will be responsible for service truck fee of \$60.00 and labor rate of \$119.00/hr; overtime at time and a half; and holiday at double time. Freight charges may apply.
- Customer agrees to pay this fee in the event the repair is not covered under Warranty.
- Manufacturer EXCLUSIONS of Warranty: Adjustments, Improper Installation or Maintenance
- Customer further agrees to pay for services C.O.D. (Credit Card)

Customer acknowledges & agrees that any outstanding balance will be charged to the following credit card on file.

Note: For any service call placed with Airplus Refrigeration, Inc., we authorize your credit card on file & for any outstanding balances after services and labor are complete. If a warranty service call is placed, your card will not be charged, but you may see an authorization that was frozen and debited back to your account.

CIRCLE ONE: *VISA / MC / Discover*

DATE:

Company Name & Email Address:	
Name on Credit Card:	
Credit Card BILLING address (City, State, Zip Code):	
CVV Security Code:	
Credit Card Number:	Receipt will be sent to Email Address on File:
Expiration date:	

Airplus Refrigeration will use normal care in performing service, but shall not be liable for failure to discover conditions necessitating repairs or replacements, nor shall any inspection be construed as an approval or guarantee of the equipment. We warrant all labor and material used in this service for a period of thirty days. This warranty does not cover any other parts in your units. This bill is due C.O.D. Finance charges of 2% per month, 24% per annum will be charge after maturing. If legal action is required to collect on this invoice, you agree to pay for reasonable legal fees & costs. By signing below & submitting for payment, I agree to all charges, cancellation and/or restock penalties. I also agree to not file a charge-back or dispute without notifying Airplus Refrigeration, Inc ahead of time in writing and allowing for a resolution.

X

PRINT NAME & TITLE

X

SIGNATURE

DATE

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