

Fixed Price Repair Terms and Conditions

1. The Fixed Price Repair offer applies to a select list of HOBART and Ecomax catering equipment. Please find details below:
2. A machine serial number must be provided at point of booking.
3. The Fixed Price Repair offer cannot be backdated and must be paid for at time of booking using a credit or debit card
4. HOBART customers have the option to pay via. Purchase Order to arrange this, please call our Help Desk 0844 888 777.
5. This offer only applies to machines five years old and under.
6. The Fixed Price Repair offer is available Monday-Friday 8am-5pm (excluding public holidays).
7. The repair on your machine will be guaranteed for 6 months from date of repair.
8. The Fixed Price Repair calls are planned on priority response visit.
9. The Fixed Price Repair offer includes:
 1. Call out
 2. Labour
 3. All manufacturer genuine parts
 4. Any extra charges such, including but not limited to: parking, congestion charge, toll charges
10. On the Fixed Price Repair offer, we will repair your machine – or your money back. If HOBART Service cannot repair the machine or the machine is deemed beyond repair by the Service Technician, we will refund the full charge.
11. This offer applies to Mainland UK only (excluding Northern Ireland).
12. Certain locations will require an additional 20% surcharge due to access restrictions where additional passes or permits are required. Including, but not limited to:
 1. Airside at airports
 2. Train stations
 3. Military sites
 4. Prisons
 5. Sites governed by national security restrictions (nuclear sites etc.)
 6. Education Institutions
 7. Healthcare Settings