



LAUNDRY OPERATIONS SUCCESS

SERVICE CALLOUT AND REPAIRS T & C's

1. Allsop & Francis Ltd (company number **02589906**) trading as “a&f” supplies repair and diagnostic services subject to these Terms. By booking a repair, requesting an estimate or allowing work to proceed, the Customer accepts these Terms in full.
2. These Terms apply to all diagnostic visits, call-outs, repairs and repair estimates. Where equipment is covered by an a&f service contract or a manufacturer's warranty, charges will apply only where the fault or work is not covered.
3. These Terms are intended primarily for business customers acting in the course of trade. Where services are supplied to private consumers, statutory consumer rights apply and nothing in these Terms is intended to restrict those rights.
4. Any further request, booking or acceptance of repair or diagnostic services from a&f shall be deemed confirmation that the Customer accepts these Terms and Conditions in full.
5. Call-out charges apply to the first visit only. Labour is charged at **£92 per hour**(ex VAT), billed in **15-minute increments**. For works carried out within the Central London Congestion Zone (EC1–EC4, SE1, SW1, W1, WC1–WC2), labour is charged at **£100 per hour**(ex VAT). Call-out rates (excluding VAT) are: £110 for standard areas; £140 for Outer London (SW, SE, E, W, N, NW excluding the Congestion Zone); and £155 for the Central London Congestion Zone (EC1–EC4, SE1, SW1, W1, WC1–WC2).
6. Where a&f has attended and diagnosed a fault, all follow-up repair prices are **estimates only**, based on the information available at the time. Some repairs may expose additional faults once equipment is dismantled or parts are replaced, and labour time may be more or less than estimated. Costs will be adjusted accordingly, and any additional work or parts will proceed only with the Customer's approval. Certain faults may only become apparent once repairs begin.
7. Only **new OEM parts** are supplied. Parts carry any applicable **manufacturer warranty**, which is passed through to the Customer. Unless expressly agreed in writing, a&f does not provide any additional warranty beyond this.
8. Recalls within **28 days** will be investigated. Where a fault is confirmed to relate to the original repair or a defective part, the call-out charge will be waived and only additional labour may be charged.
9. Warranty exclusions include (but are not limited to) misuse, limescale, insufficient or non-compliant services, poor installation, blocked drains, ducting or filters, incorrect operation, and site conditions falling outside manufacturer requirements.
10. Customers must provide safe access to equipment, compliant installation, and fully operational utilities. Engineers may be legally required to isolate unsafe gas appliances and report non-compliant installations.
11. a&f may declare equipment beyond economical repair due to age, condition, part availability or disproportionate repair cost. Repairs carried out against such advice are undertaken **without any performance guarantee**.
12. New customers must pay the call-out charge and first hour labour **upfront**. All invoices are due for **immediate payment upon issue**, unless the Customer holds an agreed credit account with a&f, in which case the agreed credit terms shall apply.
13. Statutory late payment interest may be charged on overdue amounts at **8% above the Bank of England base rate**, together with a&f's reasonable recovery costs, in accordance with the **Late Payment of Commercial Debts (Interest) Act 1998**.
14. If cancellation occurs after arrival on site, the call-out charge and **15 minutes' labour** are payable.
15. Where parts are supplied at the Customer's request **without a&f diagnosing the fault**, the Customer accepts responsibility for confirming the suitability of the part. In such circumstances, a&f cannot guarantee that the part will resolve the issue, and returns will not be accepted where the part has been fitted, used, opened, damaged, or returned with damaged or incomplete packaging.
16. **Specialist, non-stock, obsolete or manufacturer made-to-order parts cannot be returned once ordered**, as these items cannot be reused or returned to the manufacturer.
17. All other standard stock parts may be eligible for return **only** if unused, unopened, undamaged and in resaleable condition, and must be received by a&f within **7 days** of delivery by tracked or recorded post. Approved returns are subject to a **restocking fee of up to 75%** (reflecting manufacturer restocking charges where applicable) and a **£35 administration fee** to cover handling and processing costs. Nothing in this clause affects statutory rights relating to faulty or incorrectly supplied goods where applicable.
18. Older equipment or domestic appliances used in commercial environments may not return to full performance following repair. Domestic appliances used commercially are repaired on a **best-endeavours basis only** and carry no warranty responsibility on the equipment or parts fitted.
19. Liability is limited to the value of the relevant repair invoice plus any applicable restocking fees. a&f shall not be liable for downtime, loss of business, loss of profit or any indirect or consequential loss.
20. Same-day repair is not guaranteed. Contract and Premium Care customers receive priority over ad-hoc work. Parts availability and lead times are determined by manufacturers and cannot be guaranteed.
21. a&f shall not be liable for delay or failure to perform caused by events beyond its reasonable control, including supply chain delays, adverse weather, transport disruption, utility failures, or industrial action. Obligations are suspended for the duration of such events.
22. Any attempt by the Customer or third parties to repair, dismantle or diagnose equipment voids all warranties and estimates and removes a&f's liability for the affected faults.
23. These Terms constitute the entire agreement between the Customer and a&f in relation to repair services and override any prior statements or representations unless agreed in writing by an authorised representative of a&f.
24. Personal data provided in connection with repair services will be processed in accordance with a&f's [Privacy Policy](#), available on request or via a&f's website.
25. Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any matter which cannot legally be excluded. Subject to this, these Terms apply to all liability whether in contract, tort, negligence or misrepresentation.
26. These Terms are governed by the laws of **England and Wales**, and the courts of England and Wales shall have exclusive jurisdiction. Notices may be sent by email to accounts@a-f.co.uk and shall be deemed received at the time of transmission during business hours.

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Approved partners for



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