



LAUNDRY OPERATIONS SUCCESS

OUR CORE VALUES

- Focus on Exceptional Outcomes
- Right Solution, Every Time
- Partnership & Collaboration
- Continuous Improvement

TELEPHONE TRIAGE SERVICE T & C's

1. Allsop & Francis Ltd (company number **02589906**) trading as "a&f" supplies the Telephone Triage Service ("the Service") subject to these Terms. These Terms supplement a&f's **Service Callout and Repairs Terms and Conditions**, which apply to any related engineer attendance, repair or supply of parts. By requesting a Triage Call, or confirming one by email, the Customer accepts these Terms in full.
2. The Service consists of a telephone consultation ("Triage Call") between an a&f technical specialist and the Customer's nominated contact, in order to discuss a reported fault, attempt resolution over the telephone, and gather information to assist any engineer attendance that remains necessary.
3. For customers holding a current a&f service contract, the Service is included within the contract at **no additional charge**. For all other customers, the fee at clause 4 applies.
4. The fee for a Triage Call is **£50 plus VAT**, payable **only where the reported fault is resolved** during, or as a direct result of, the Triage Call. Where the fault is not resolved and engineer attendance remains required, the fee will not be charged; where it has already been invoiced or paid, it will be deducted from the invoice for the resulting attendance.
5. Chargeable Triage Calls will only be carried out once the Customer has confirmed by email: (a) acceptance of the fee at clause 4; (b) the name and direct telephone number of the nominated contact; and (c) any purchase order number the Customer requires. The person providing confirmation is deemed to have authority to approve the fee on the Customer's behalf.
6. a&f will aim to make the Triage Call within **3 working hours** of receiving the Customer's confirmation. Working hours are **Monday to Friday, 8.30am to 5.00pm**, excluding bank holidays; confirmations received outside working hours are treated as received at the start of the next working day.
7. The nominated contact must be reasonably familiar with the equipment and its use, be present at the machine during the call, and have safe access to it. The contact may be asked to carry out simple user-level checks and operations only (for example checking settings, filters or door interlocks, or performing a reset); a&f will not ask the contact to dismantle equipment or to undertake anything unsafe or beyond normal user operation.
8. Requesting the Service does not delay or replace an engineer booking. Where the fault is not resolved, an engineer will attend as soon as reasonably possible in line with a&f's normal scheduling and the Service Callout and Repairs Terms and Conditions, and information gathered during the Triage Call will be used to assist diagnosis and parts selection. Where the Triage Call identifies that a part is required which a&f does not hold in stock, a&f will inform the Customer, and the Customer may choose either for the booked attendance to proceed as scheduled or for it to be rescheduled to follow delivery of the part so that the repair can be completed in a single visit.
9. Advice is given in good faith based on the information provided by the Customer during the call. a&f does not guarantee that any fault can be resolved remotely, and shall not be responsible for the consequences of inaccurate or incomplete information provided by the Customer, or of instructions not being followed as given.
10. Any action taken by the Customer or third parties beyond the instructions given during the Triage Call is at the Customer's own risk, and may void warranties and estimates in accordance with the Service Callout and Repairs Terms and Conditions.
11. A fault is treated as resolved where, by the end of the Triage Call or as a direct result of it, the equipment returns to normal operation or the reported issue is cleared without engineer attendance. If the **same fault recurs within 7 days** of a resolved Triage Call, the fee paid will be deducted from the invoice for any resulting engineer attendance to that fault.
12. Fees are invoiced upon resolution and 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. 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**.
13. a&f's liability in connection with the Service is limited to the fee paid for the relevant Triage Call. a&f shall not be liable for downtime, loss of business, loss of profit or any indirect or consequential loss. Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any matter which cannot legally be excluded.
14. These Terms are intended primarily for business customers acting in the course of trade. Where the Service is supplied to private consumers, statutory consumer rights apply and nothing in these Terms is intended to restrict those rights.
15. Personal data provided in connection with the Service will be processed in accordance with a&f's Privacy Policy, available on request or via a&f's website.
16. 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.

To see our full service callout T and C's click here - [Service Call Out T and C's](#)

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Approved partners for



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