



Terms & Conditions for AC Aircon Services

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").

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 <https://www.acairconservices.com>
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3. Service Appointments

- Booking an Appointment: Appointments for services can be made online, via phone, or in person. Upon confirmation, you will receive a booking confirmation.
 - Appointment Timing: We strive to honour all scheduled appointments. Our service hours are between 9:00 AM - 6:00 PM. If we are unable to attend due to unforeseen circumstances, we will notify you promptly and reschedule at your convenience.
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4. Cancellations and Rescheduling

- **Customer-Initiated Cancellations:** Cancellations made less than 3 hours before the scheduled appointment are subject to a \$30 cancellation fee or 50% of the service charge, whichever is lower.
 - **Rescheduling:** You may reschedule your appointment at no cost, provided the request is made at least 3 hours in advance.
 - **Company-Initiated Cancellations:** We reserve the right to cancel or reschedule appointments in case of emergencies, equipment issues, or other unforeseen circumstances. In such cases, no fee will be charged to the customer.
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5. Deposits

- **Deposit Requirements:** For certain services, especially for large-scale projects or installations, a deposit of 50-70% of the total cost may be required to secure your booking. The deposit will be applied toward the final invoice.
 - **Deposit Refunds:** Deposits are non-refundable if cancellations are made prior to the scheduled service.
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6. Payments

- **Payment Methods:** We accept Paylah, Paynow to Mobile 85116567, Cash, or Bank Transfer. Payment is due upon completion of services unless otherwise agreed in writing.
 - **Late Payments:** Payments not received within 30 days of the invoice date will incur a late fee of 10%.
 - **Invoice Disputes:** Any disputes regarding the invoice must be communicated within 3 days of receiving the invoice.
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7. Refund Policy

- **Service Satisfaction:** If you are not satisfied with the quality of the service provided, you must notify us within 3 days of the service date. We will make reasonable efforts to address your concerns.
 - **Refunds for Completed Services:** Refunds may be granted at our discretion, provided the issue is directly related to the quality of the work performed.
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8. Service Warranty

- **Warranty Period:** We offer a warranty period of 30, 60, or 90 days for any repairs or servicing work carried out. If the problem persists within this period, we will return to fix the issue, although there may be a labour charge, depending on the case.
 - **Exclusions:** Our warranty does not cover issues caused by improper use, lack of maintenance, or external factors (e.g., electrical surges, weather conditions).
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9. Gas Leak Testing

- **Pricing Exclusions:** The quoted price for a gas leak test does not include the reconnection of copper gas pipings and the commissioning of the Aircon System.
 - **Subsequent Charges:** The quoted price also does not include the cost of any subsequent gas top-ups. Once we have reviewed the gas leak test results, our technicians will assess the cause of the leak and provide a separate quote for the necessary repairs.
 - **Final Pricing:** The pricing provided by our technicians on-site will be the final pricing for the gas leak test and any related services.
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10. Pricing and Exclusions

- **Service Pricing Exclusions:** Standard pricing applies to Residential aircon units only. It does not apply to LG Artcool, Samsung Virus Doctor Brands, or Ceiling Aircon Units. Additional charges may apply for these units and will be communicated prior to servicing.
 - **Commercial Units and Special Systems:** Servicing for units with higher BTU ratings or those using VRV systems may be subject to additional charges. Pricing will be provided after an on-site inspection.
 - **Final Pricing:** The pricing quoted by our technicians on-site after inspection will be considered the final pricing. Any quotes provided beforehand (online, over the phone, etc.) are estimates and may vary based on the unit's condition or any additional work required.
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11. Flooring Condition and Liability

- **Protective Measures:** Our technicians will apply plastic sheets or other protective coverings to the flooring before commencing any servicing or chemical cleaning works to minimize the risk of contact with chemicals or water.
- **Flooring Condition:** Despite these precautions, AC Aircon Services is not responsible for any stains, discoloration, or damage to the flooring during or after the service. It is the customer's responsibility to inform us of any pre-existing conditions and take additional precautions.
- **Agreement to Terms:** By engaging our services, you acknowledge and agree that AC Aircon Services will not be held liable for any flooring-related issues.

12. Force Majeure

We are not liable for delays or failures in performance due to events beyond our control, including but not limited to natural disasters, strikes, equipment failures, or governmental restrictions.

13. Confidentiality and Privacy

We respect your privacy and are committed to protecting the personal information you share with us. Please refer to our Privacy Policy for more details.

14. Governing Law

These Terms shall be governed by and construed in accordance with the laws of Singapore. Any disputes arising out of or relating to these Terms shall be resolved in the courts of Singapore.

15. Changes to Terms

We reserve the right to modify or update these Terms at any time. Changes will be effective upon posting on our website. We encourage you to review these Terms regularly.

16. Contact Information

For any questions or concerns regarding these Terms or the services provided, you may contact us at:

- Email: airconservicesac@gmail.com
- Phone: +65 97118011

Effective Date: 01/01/2024

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