

Effective Date: 01-02-2025

Welcome to **EXCELLENT SERVICES** By accessing our website, scheduling a service, or using our repair services, you agree to be bound by these Terms and Conditions. Please read them carefully before engaging with our services. If you do not agree to these terms, you should not use our services.

1. Services Provided

EXCELLENT SERVICES specializes in the repair and maintenance of household appliances, including air conditioners, refrigerators, and washing machines. Our services are available to customers within our service areas. All repairs are conducted by trained technicians using quality, brand-approved parts.

2. Booking and Appointment

- **Scheduling:** Appointments can be scheduled through our website, phone, or email.
- **Rescheduling:** If you need to reschedule, please call us.

3. Payment Terms

- **Service Fees:** Our service fees will be communicated to you prior to service. Payments are due upon completion of the service.
- **Accepted Payment Methods:** We accept cash and other agreed-upon payment methods.
- **Refund Policy:** We provide refunds only for the appliance issue remains unresolved due to technician error.

4. Warranty on Repairs

- **Repair Warranty:** We offer a limited warranty on parts and services provided. The warranty period will be communicated to you at the time of service. Warranty claims are subject to review and approval.
- **Exclusions:** Warranty does not cover damages caused by misuse, tampering, or third-party repairs.

5. Customer Obligations

You agree to:

- Provide accurate information about the appliance and its issue during booking.
- Ensure safe access to the appliance for our technicians.
- Not engage in any repairs or tampering after our service visit that may void the warranty.

6. Limitation of Liability

EXCELLENT SERVICES is not liable for:

- Indirect, incidental, or consequential damages resulting from use or inability to use our services.
- Damages arising from pre-existing conditions of the appliance.
- Delays in service due to circumstances beyond our control.

7. Privacy

We value your privacy. Any information you provide to us is governed by our [Privacy Policy](link to privacy policy), which is incorporated into these Terms and Conditions.

8. Modifications to Terms

We may update these Terms and Conditions at any time. Changes will be posted on this page with an updated effective date. Your continued use of our services after changes constitutes your acceptance of the new terms.

9. Contact Information

For any questions or concerns regarding these Terms and Conditions, please contact us at:

EXCELLENT SERVICES

Email: exellentservice3@gmail.com