

Cold Snap Services Ltd - Terms and Conditions

1. General Overview

These Terms and Conditions apply to all services, maintenance plans, estimates, and warranties provided by Cold Snap Services Ltd ("CSSL", "we", or "us"). By engaging our services, accepting an estimate, or signing a maintenance agreement, the client ("you") agrees to be bound by these terms.

2. Estimates and Acceptance

- Estimates are not binding contracts and may vary based on unforeseen conditions or necessary changes.
- Acceptance is confirmed via client signature or receipt of a deposit.
- All estimates are valid for 60 days.
- Prices may be adjusted for additional parts or labor not foreseen at the time of estimate issuance.
- A 50% deposit is required before scheduling. The remaining balance is due within 7 days of completion or commissioning.

3. Maintenance Plans

- Plans are reviewed regularly to ensure suitability. Adjustments to hours and fees may be recommended.
- Billed only for completed visits. No visit = no charge.
- A minimum of two visits per year is required.
- Cancellation requires 30 days' written notice.
- Missed minimum service or non-payment may lead to forfeiture of plan benefits.
- Materials are charged separately unless otherwise specified.
- Work outside the agreed maintenance scope requires prior approval and will incur additional charges.
- A \$30 admin fee may apply for major contract changes.

4. Standard Warranty – GREE Products Only

The following warranty terms apply **exclusively to GREE-branded equipment**:

- **Residential/Non-Owner-Occupied Installations:**
5 years on parts and 5 years on the compressor.
- **Commercial Installations:**
5 years on parts and 5 years on the compressor.
- **Controls (e.g., remotes):**
90 days from purchase.
- **Workmanship Warranty:**
1-year warranty on workmanship from date of installation.

To qualify, the system must be:

- Installed by a licensed HVAC contractor following GREE's instructions and local building codes.
- Properly registered with complete model and serial numbers.
- Maintained under a routine service agreement.

Through-the-Wall Units (PTAC/ETAC models):

Limited to a **1-year warranty** from the date of installation. This applies regardless of the installation type.

Non-GREE Products

For equipment not manufactured by GREE, **Cold Snap Services Ltd will extend the benefit of any manufacturer's warranty** we receive at the time of sale or installation. We make no alterations to the terms, duration, or coverage of these manufacturer warranties.

5 – Warranty Conditions

Warranties (including GREE or other manufacturers) do **not** cover:

- Labor or diagnostic costs for servicing, installation, or removal.
- Normal maintenance (e.g., filter cleaning/replacement).
- Failures due to incorrect installation, power issues, or environmental damage (e.g., salt air, chemicals).
- Accessories like condensate pumps or reused pipes/wires.
- Transportation or shipping damage.
- Any issues where a building's electrical ground is inadequate.
- Consequential damages, loss of use, or loss of profit.
- Refrigerant refills or disposal.

Claim Conditions

- Full payment of services is required before a warranty claim is processed.
- Defective parts must be returned via an authorized dealer to receive credit.
- Claims must be submitted within 1 year of service.
- Under no circumstances is CSSL liable for loss of use, profits, or indirect damages.

6. Client Responsibilities

- Provide access to work areas and ensure power availability for commissioning within 7 days post-installation.
- Remove personal items from the workspace or risk damage for which CSSL is not liable. - Be aware that dust and debris may occur; cover valuables accordingly.
- Monitor condensation in ceiling installations-CSSL insulates appropriately, but ongoing management is the client's responsibility.

7. Late Payment Terms

- Late payments will incur interest at 1% per month (equivalent to 12% annually), with a minimum monthly fee of \$5.
- Accounts overdue by more than 60 days may result in suspension or cancellation of service plans and benefits.
- Legal costs incurred in enforcing payment or contract compliance will be borne by the client.

8. Privacy Notice

- We collect and securely store your personal data (name, contact details, and equipment info) for service delivery. By signing a maintenance agreement or estimate, you consent to this processing. Contact us to review, correct, or withdraw your data-subject to legal requirements.

9. Governing Law

All agreements are governed by local laws. Legal actions against CSSL must be filed within one (1) year from the date of service.