



## Beer Care Dispense Solutions Terms & Conditions of Service

- 1. Definitions** "Company" refers to Beer Care Dispense Solutions. "Client" refers to the business, brewery, pub, or organisation requesting services. "Services" refers to drinks dispense installation, maintenance, repair, fault diagnosis, and associated works.
- 2. Scope of Services** The Company provides professional drinks dispense engineering services to commercial clients only. All work is carried out in accordance with industry standards and brewery specifications where provided.
- 3. Call-Out Charges** A minimum call-out charge applies to all site visits and covers attendance, standard fault diagnosis, and resolution of one reported issue under normal working conditions. The minimum call-out charge excludes parts, travel, additional on-site repairs, and non-standard site allowances.
- 4. Additional On-Site Repairs** Where more than one distinct fault or repair is identified and resolved during a single visit, an additional on-site repair charge may be applied and itemised on the invoice.
- 5. Non-Standard Site Allowance** Standard pricing assumes reasonable cellar conditions, standard dispense installations, and normal diagnostic requirements. Where cellar conditions, dispense installations, or fault characteristics fall outside standard brewery specifications, a non-standard site allowance may be applied and itemised. Only one allowance will be applied per visit.
- 6. Travel Charges** Travel charges may apply and are calculated separately from service charges in line with the Company's standard pricing structure.
- 7. Parts and Materials** All parts and materials supplied remain the property of Beer Care Dispense Solutions until paid for in full. Parts and materials are charged in addition to service charges.
- 8. Parts Warranty** All parts supplied by the Company carry a 12-month return-to-base warranty against manufacturing defects. This warranty covers replacement or repair of the defective part only. Attendance, travel, and diagnostic charges remain chargeable. Warranty does not cover faults caused by misuse, contamination, poor maintenance, third-party interference, or normal wear and tear.
- 9. Waiting Time and Delays** The Client is responsible for ensuring safe and timely access to equipment and work areas. Where the engineer is delayed or prevented from commencing or completing work due to lack of access, site readiness, unavailable staff, or other site-related delays beyond the Company's control, additional attendance or call-out charges may apply.
- 10. Safety and Right to Refuse Work** The Company reserves the right to refuse, suspend, or postpone work where site conditions present a health, safety, or contamination risk, or where safe working cannot be reasonably carried out. Attendance charges may still apply where the engineer has attended site.
- 11. Access, Safety, and Working Conditions** The Client must provide safe access, suitable working conditions, and adequate lighting and ventilation. The Company may suspend or refuse work where conditions are unsafe; attendance charges may still apply.
- 12. Liability** The Company is not liable for pre-existing faults, third-party workmanship, or loss of product or business. Liability is limited to the value of services provided for the visit concerned.
- 13. Payment Terms** Payment is due upon completion of services unless otherwise agreed in writing. The Company reserves the right to suspend future services where payment is outstanding and may recover reasonable costs incurred in the collection of overdue balances.
- 14. Cancellations** Late cancellations may incur a call-out or attendance charge where time or travel has been committed.
- 15. Acceptance of Terms** By instructing Beer Care Dispense Solutions to attend site or carry out work, the Client confirms acceptance of these Terms & Conditions.