

SERVICE DEPARTMENT POLICY & RATES

It is the ultimate goal of the SupplyDen Service Department to give our customers superior quality service and repair on floor care and janitorial equipment. We've got the experience, knowledge and resources to get your equipment back on the job as soon as possible.

1. Estimate Charges – If a repair or service is completed on the equipment or if a new piece of equipment is purchased, the estimate charge is waived
2. If the service is denied after the estimate, a labor charge will be assessed. An additional charge will be applied if equipment is reassembled after estimate.
3. Labor is billed out in fifteen (15) minute increments, at an hourly rate (please see SupplyDen representative for rates and details).
4. Rider and Propane equipment have a minimum service of one (1) hour at a premium rate.
5. If repaired/serviced equipment is left at one of the SupplyDen facilities for over a period of sixty (60) days, that equipment becomes the property of SupplyDen, Inc.
6. Zone Pick-Up & Delivery Charges apply when equipment for service or repair is picked-up and delivered. These charges are waived if the customer places an order for supplies (minimum of \$150.00) to be delivered at the same time equipment is picked-up/delivered.
7. Trip Charges for repairs or service that are done on a customer's site is a flat fee and anything over a 30 mile radius is an additional charge.
8. Workmanship is warranted for thirty (30) days, except in the cases of abuse, misuse, and/or neglect, as determined by the SupplyDen Service Department.
9. Used Parts (Except Electrical) are warranted for fifteen (15) days.
10. Parts are priced as stated. No further discounts are available on parts.
11. Priority/After-Hours Repair Service: Defined as service/repairs done outside of normal business hours OR if the needed service requires priority status. Priority/After-Hours rates for all non-riders and non-propane equipment has an additional charge. Riders and Propane Equipment emergency service is also billed at a premium rate.

