

CEREMONY TECH DEPARTMENT: STANDARDS AND SERVICE AGREEMENT

Standards and Expectations when receiving Tech Services from Ceremony Coffee:

- Timely arrival for service calls, and clear communication in the event of delays.
- Confirmation of service issue resolution with management on site.
- Clear communication on parts needed, and shipping/receiving updates on parts that need to be ordered.
- Friendly, presentable techs.
- Thorough, professional work.
- Transparent billing and labor practices.
- Two-week warranty on services provided.
 - Warranty covers only parts and services worked on at previous appointment.
 - Warranty excludes issues caused by poor water filtration and/or poor cleaning or maintenance.

In agreeing to tech services from Ceremony Coffee, you also agree:

- To remit complete and timely payment for services rendered.
- To clear and timely communication of all issues that prompt any service calls, and any following issues.
- Any service done on the equipment by anyone other than Ceremony Coffee or their approved representatives voids any service warranties and could result in additional service costs.
- Parts purchased by the customer can be installed at the discretion of Ceremony Coffee and are not covered by any warranty offered by Ceremony Coffee.
- Equipment use outside of its manufacturer-stated purpose voids any service warranties.
- Equipment serviced at Ceremony Coffee tech offices must be paid for and picked up within 60 days or ownership reverts to Ceremony Coffee unless other arrangements have been made.