

# ABEL FULL SERVICE REPAIR DEPARTMENT



*We have a complete and often unique line of machinery and equipment and we service what we sell. Arrangements can also be made for larger pieces of equipment to be repaired on-site.*

*The very best equipment is subject to wear and tear and so we maintain a complete factory approved repair shop on our premises and offer pickup and delivery.*



*We feel that there is another important advantage to servicing what we sell in that we obtain firsthand knowledge of exactly how the equipment performs in the field.*

***Please call our Service Repair Department to discuss your Equipment Repairs Needs***

***1-800-662-2235 (ABEL) or [info@abelsupply.com](mailto:info@abelsupply.com)***



**ABEL INDUSTRIES, INC.**

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# Equipment Repair Agreement

Customer Name \_\_\_\_\_

Phone \_\_\_\_\_ Email Address \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Customer # \_\_\_\_\_ Tag #'s \_\_\_\_\_

Machine Type \_\_\_\_\_ Serial # \_\_\_\_\_

All COD accounts require a deposit \$200.00 by credit card which will be credited toward the Customer's account.

**NOTICE:** All Propane machines will be tested for CO<sub>2</sub> levels unless the Customer expressly declines having testing done (*cost will include an additional one hour of labor*).

I decline to have the CO<sub>2</sub> test done \_\_\_\_\_ (*please initial*).

**PLEASE READ CAREFULLY, check one of 3 statements below.**

I understand that, I am entitled to a written estimate if I request it in advance and that an estimate will incur a diagnostic fee.

I request a written estimate.

I do not request a written estimate as long as the repair costs do not exceed \$ \_\_\_\_\_ and the shop may not exceed this amount without my oral approval.

I do not request a written estimate.

I do \_\_\_\_\_ do not \_\_\_\_\_ want my parts returned.

Description of work to be performed on a time and materials basis.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

I authorize service to be performed, in accordance with the terms and conditions on both sides of this form (*see Terms & Conditions on reverse side*).

## Terms & Conditions

**GENERAL TERMS:** By execution of the repair authorization on the front of this invoice, customer authorizes repair work to be done as described to include any diagnostic work necessary to identify any needed repairs. Customer agrees that diagnostic work will be charged using Abel Industries, Inc. ("Abel") standard hourly rates. Customer further agrees and understands that he/she will be charged a one hour minimum charge for any work or diagnostic service. Customer also agrees to pay cash on delivery of the equipment, and until paid in full Abel shall have a lien on the equipment for the amount owing. In the event of default by Customer in payment, Abel is hereby specifically authorized to retain possession of the equipment without notice and without process of law, and said possession shall invest Abel with all rights of a possessory lien holder under the law. Customer further agrees that Abel will not be held responsible for the equipment in its possession in case of fire, theft, accidents, or any other cases beyond its control.

**ADDITIONAL CHARGES:** Storage will be charged at the rate of \$10.00 per day on all unclaimed equipment beginning 30 days after completion and Customer agrees that Abel has the right to sell said equipment without notice to Customer 90 days after completion. All uninstalled items (special order) held for more than 30 days will be marked up 20% for each 30 day period after notification of receipt. Repairs requiring disposal of engines, oil or any other part which will incur special environmental costs will be charged an environmental recovery cost. All repairs will include a taxable "shop supplies" charge in the amount of \$7.00 for incidental items used (i.e. shop towels, washers, nuts, bolts, wires, etc.). Parts are priced by the manufacturer's list price but there may be an additional cost for shipment of items not already in stock. Emergency repairs will be performed at an increased hourly rate. On-site repairs will be at twice the in-house repair rate. Should travel be required a point to point mileage charge of 50 cents per mile will be charged. All unpaid accounts incurred by a COD account drop off may be charged to the credit card used to pay the required deposit. If Customer cancels this order, Abel may charge for the cost of the teardown, the cost of parts and labor to replace items that were destroyed by teardown, and the cost to reassemble the components of the Customer's equipment.

**DEFAULT:** Payment is due within thirty (30) days after the repairs are completed and if not timely made then Customer shall be in "Default". If Abel is forced to take any action for collection of any balance owing by Customer to Abel by lawsuit or otherwise, Customer agrees that all past due accounts will be subject to a charge of one and one-half percent (1-1/2%) finance charge per month on the unpaid balance, which is an annual percentage rate of eighteen percent (18%). Customer also agrees to pay all collection costs including, without limitation, reasonable attorney's fees of not less than thirty-three and one-third percent (33.33%) of the outstanding balance, collection agency fees, expert witness fees, expenses and costs. The provisions herein set forth shall become part of any independent agreement for payment made between Customer and Abel in connection with work authorized by this order.

**WARRANTY: Abel MAKES NO WARRANTY, EXPRESS OR IMPLIED, OTHER THAN THOSE MADE IN THIS AGREEMENT; INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.** Furthermore, any warranties on the parts and accessories sold hereby are made by the manufacturer and not by Abel. The Customer understands and agrees that Abel makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the labor, parts and/or accessories purchased; and that in no event shall Abel be liable for incidental or consequential damages or commercial losses arising out of such purchase. The Customer further agrees that the warranties excluded by Abel, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any piece of equipment or any of its systems to perform with reasonable safety, efficiency, or comfort.

Furthermore, if Customer believes that a claim is warranted against Abel related to any services provided and Customer claims that repairs are required to a piece of equipment that was serviced by Abel, Customer must contact Abel, in writing, by certified or registered mail (return receipt requested), prior to making any such repairs. Abel will not be responsible for any such repairs not authorized by Abel in advance.

**PARTS:** Abel will return to Customer any parts which are removed from the equipment and replaced during the repair process upon Customer request provided that Customer pays the additional core charge or other trade-in agreement charge for any part which is required to be returned to a manufacturer or distributor under a warranty agreement, trade-in agreement or core charge agreement.



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 Dumfries, VA 22026  
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 sales@abelsupply.com

**EQUIPMENT REPAIR RATES**  
**PICK UP/ DROP OFF/ DELIVERY/ ESTIMATES**

CUSTOMER # \_\_\_\_\_

MACHINE TYPE \_\_\_\_\_

CUSTOMER NAME \_\_\_\_\_

SERIAL # \_\_\_\_\_

TAG#S \_\_\_\_\_

**COD ACCOUNTS**

- All COD accounts are required to pay a down payment of \$200.00 by credit card that will be credited towards the repair bill.

**PICK UP/DELIVERY**

**DIAGNOSTICS** \*on-site mileage applies

**Cord Electric Only**

Vacuums/Air Movers	\$25.00	\$15.00
Dehumidifiers	\$30.00	\$20.00
Buffers/Extractors	\$40.00	\$25.00
Propane Machines	N/A	\$30.00

- If we proceed with the repair the diagnostics will be credited towards your repair bill.
- If we do not perform the repair, the machine will be returned to you and you will be charged the diagnostics for said machine.
- The policy for battery scrubbers: We will not pick up or deliver these machines that need repair. Service will be performed for these repairs on-site or the customer can deliver the equipment and pick it up when the repair is completed. All on-site repair rates and mileage will apply.
- Emergency repairs will incur a minimum 55.50/hr labor rate and 1.25% labor rate increase for any additional hour of labor.

**PARTS**

Parts are priced by the manufacturers' list price. There may be additional cost incurred for the shipment of (non-stock) items.

**LABOR RATES**

**In-House – 1 Hour Minimum**

Incidental Detached Equipment (Pad drivers, Wands, etc.)	\$25.00 / hour
Upright and Small Canister Vacuums, Steamers	\$30.00 / hour
Extractors, Electric Floor Machines, Large Vacuums, Fans	\$55.50 / hour

**(Drop Off Only)**

Propane/Battery Floor Machines	\$70.00 / hour
Truck Mount Units	\$88.00 / hour

**On-Site**

*\*All Equipment Types @ twice the appropriate In-House labor rate plus \$1.00 per mile portal-to-portal.*

- ALL UNCLAIMED ITEMS ON-HAND FOR MORE THAN 30 DAYS AFTER COMPLETION WILL INCUR AN ADDITIONAL STORAGE CHARGE OF \$10 PER DAY AND WILL BE SOLD AFTER 90 DAYS.
- ALL UNINSTALLED ITEMS (SPECIAL ORDER) HELD FOR MORE THAN 30 DAYS WILL BE MARKED UP 20% FOR EACH 30 DAY PERIOD AFTER NOTIFICATION OF RECEIPT.
- REPAIRS REQUIRING DISPOSAL OF ENGINES, OIL OR ANY OTHER PART WHICH WILL INCUR SPECIAL ENVIRONMENTAL COSTS WILL BE CHARGED AN ENVIRONMENTAL RECOVERY COST.
- ALL PROPANE MACHINES WILL BE TESTED FOR CO2 LEVELS UNLESS CLIENT SIGNS WAIVER DECLINING TO HAVE TESTING DONE. (COST IS 1 HR LABOR ADDITIONAL)

I DECLINE TO HAVE THE CO2 TEST DONE \_\_\_\_\_ (INITIALS)

- ALL REPAIRS WILL INCLUDE A TAXABEL "SHOP SUPPLIES" CHARGE IN THE AMOUNT OF \$7.00 FOR INCIDENTAL ITEMS USED, I.E. SHOP TOWELS, WASHERS, NUTS, BOLTS, and WIRES ETC.
- ALL UNPAID REPAIR BALANCES INCURRED BY A COD ACCOUNT DROP OFF MAY BE CHARGED TO THE CREDIT CARD USED TO SECURE DOWNPAYMENT.

I, THE UNDERSIGNED, AGREE TO THE TERMS AND CONDITIONS MENTIONED ABOVE.

\_\_\_\_\_  
 (SIGNATURE)

\_\_\_\_\_  
 (DATE)

**ESTIMATE REQUESTED YES ( ) NO ( )**  
 (ESTIMATES INCUR A DIAGNOSTIC FEE)

IF YES: NAME \_\_\_\_\_

PHONE \_\_\_\_\_