

ARABICA ESPRESSO SERVICES

Arabica House
Ebbers Road
Apsley
Hemel Hempstead
Herts
HP39RD



TERMS AND CONDITIONS

Welcome to your Café Assist Membership

A warm welcome to Café Assist and thank you for choosing our Membership offer.

Service is available Mon-Fri 7-5pm, (excluding bank Holidays)

Membership Cover

1. Who is Café Assist Membership provided by?

- Your cover is provided by Arabica Espresso Services LTD

2. Who is covered by your Membership?

- Covers your Espresso Machine as per application form provided.

3. What are the main features/benefits of Café Assist Membership?

- Unlimited Call-outs
- All Labour Included
- Experienced Engineers
- 10% Discount on all parts
- Up to 20% Discount for a Full Service provided by Arabica Espresso Services
- Up to 20% Discount on all new equipment purchased from Arabica Espresso Services

4. Are there any significant exclusions or limitations to Café Assist Membership?

- Replacement Machine/loan machine are not provided as part of the membership.
- The following items are excluded:
 - Routine maintenance,
 - Running repairs,
- Workshop or other labour or materials required to repair your Machine are excluded, as are any supplier delivery service or call-out charges related to these items and the provision of service on.
- Service will not be provided where the fault has been identified by the AES for a breakdown of the same Machine within the preceding 28 days;
- A valid Membership card and some other form of identification must be produced; Service will be refused and may be cancelled if anyone behaves in an abusive or threatening manner, or if the AES is owed money.

5. Additional restrictions for Machine Cover

- Service is only available to Machines which are registered with AES at the time assistance is requested.

6. How long is AES Membership valid for?

- The duration of your Cover is 12 months, unless you have Continuous Cover in which case cover will run until the main Member or the AES membership exercises their right to cancel.

7. What if I want to cancel AES Membership Breakdown Cover?

- You have the right to cancel your AES Membership Cover within a 14 day 'cooling off period', commencing either from the agreement of the contract, or the receipt of your Membership documents, whichever happens later. The following refund policy will apply for Members cancelling
 - within the cooling off period:
 - If you joined already requiring assistance you will be entitled to a full refund minus the AES charges for assistance provided.
 - If you were not in a breakdown situation when you joined you will receive a full refund less the cancellation administration charge that Arabica Espresso Services Limited make.
 - For Members paying annually, subject to any other statutory rights you may have, there will be no refunds following the cooling off period.

8. What if I need to make a call out?

- If you require breakdown assistance in the UK, please call 07885 626 048. You will need to provide your Membership number, and details of your circumstances. Please be prepared to show your Membership card.

9. What if I need to make a complaint?

- We aim to provide you with a high level of service at all times. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we will do our best to try and resolve the situation.
- There are several ways you can contact us:
- Phone: 01442 234239
- Email: accounts@arabicaespresso.com
- Post: Complaints, Arabica Espresso Services, Arabica House, Ebberns Road, Apsley, Hemel Hempstead, Herts, HP39RD
- We will either acknowledge your complaint within 5 working days of receipt, or offer you our final response if we have concluded our investigations within this period.