

1. Privacy Policy

We collect personal data including your name, address, phone number, and email to facilitate service bookings and send marketing communications. We do not share your personal information with third parties. You may request the removal or modification of your personal data by emailing us at [your-email]. We will process your request within 30 days. To opt out of marketing emails, please contact us via email. We do not use cookies on this site.

2. Terms of Service

Services Offered:

We provide diagnostic, repair, consultation, and installation services for household appliances.

Service Process:

- **Booking:** You can book our services online.
- **On-Site Diagnosis:** A technician will come to your location for diagnosis.
- **Repair:** If possible, the technician will perform the repair on-site.
- **Payment:** All payments are processed through a third-party service.

Responsibilities:

- **Customer's Responsibilities:** Ensure access to the appliance, provide relevant information about past issues or repair attempts, and accurately report the issue.
- **Our Responsibilities:** Provide honest diagnostics and perform repairs as agreed.

Repair Limitations:

If repair cannot be completed due to external factors (such as lack of parts or extensive damage), we will recommend replacing the appliance and charge only the diagnostic fee. If repair cannot be completed due to our fault, you will receive a full refund. If third-party involvement (e.g., landlords or property managers) affects service completion, we may not be able to proceed with the repair.

3. Refund Policy

We offer refunds if we are unable to complete a repair or if a problem recurs within the 90-day warranty period and cannot be resolved. No refunds will be provided if the service was successfully completed, and the issue does not return during the warranty period.

Partial refunds may apply in cases where multiple issues are repaired in one service. We may refund part of the payment related to specific repairs as part of a complex service. In cases of refunds, we usually refund the full amount minus the diagnostic fee.

Refund requests must be made via email or phone.

4. Disclaimer

We are not responsible for any damage caused to your appliance outside of our technician's presence, including damage caused by pets, insects, natural disasters, or improper use by the customer, such as failure to follow the manufacturer's recommendations. We are only liable for damages caused directly during the repair process or due to the repair itself.

We cannot guarantee 100% success in all repairs. In some cases, additional problems may be discovered during the repair process that require further repairs or parts replacement.

5. CCPA Compliance Notice

California residents have the right to request access to or deletion of their personal data under the California Consumer Privacy Act (CCPA). They also have the right to know how their personal information is being used. To make a request, please contact us at [your-email]. We do not sell personal information to third parties.

6. Service Warranty Terms

We offer a 90-day warranty on repairs and parts we have installed. This warranty covers only the work performed by our company. Any other issues, including those caused by appliance aging, external damage, or unrelated malfunctions, are not covered under this warranty.

To request warranty service, please contact us via any available method, and we will send a technician within 14 days to determine if the issue qualifies as a warranty claim. If it does, we will perform the necessary repairs at no additional cost. No inspection fees will be charged.