

## **Warranty Policy:**

At Innovation Foodservice Worx (Pty) Ltd we warrant that all our goods are new and of good quality, supplied in the original manufacturers packaging unless the item description explicitly states that the item is a DEMO or USED item.

We sell a variety of products on the IFSW Online Store platform and thus we do not have a singular warranty policy but provide the product under its specific Manufacturer's Warranty.

Therefore all manufacturer warranties and conditions apply on their relative product, and in some cases certain exclusions under the warranty may come into effect due to the incorrect use of an item, or the failure of the purchaser to perform mandatory cleaning and/or maintenance as prescribed by the manufacturers Operational/Handling/User Instructions.

On receipt of the delivery of the item please be sure to read the Manual or the User Instructions and familiarise yourself with the new item you have bought.

Please do not assume you know how it works. Some of the kitchen equipment we sell e.g. 3 phase electrical goods have specific wiring and start-up procedures, and if these are not followed and subsequent damage follows, such claims under the warranty will not be allowed due to the fact that the incorrect handling procedures were followed.

## **Equipment Testing prior to shipping:**

Selected items will be unpacked and tested prior to shipping to ensure the unit is in good working order before we despatch them to you.

In that case you will find a IFSW stamped document in the box informing you that your equipment items was unpacked and tested by one of our qualified technical members.

## **Equipment that requires specialist installation and commissioning:**

Some items sold here on the IFSW Online Store platform may be intended for professional use, and may require a qualified technician to install the unit.

Please note the price detailed herein does not make provision for such delivery and installation due to the vast space of South Africa and the location of a suitable technician relative to your location is unknown.

In that case our Team will on a separate platform email you the cost of installation and commissioning that will be at an additional cost.

## **Intension of use:**

Where an item is manufactured for a specific application or use and the damage to the items occurs whereas the user did not use the item for its specific and/or intended use then that will constitute misuse and thus the warranty will be null and void.

*(As an example where a chef's knife [made for cutting] is either used as a screw driver, can opener or for chopping frozen meats. When the damage to the knife is as a result of misuse the warranty shall be void.)*

By ordering items from the IFSW On-line Store you acknowledge the specific warranty conditions set forth by the relevant manufacturer and abide by their warranty conditions.

Prior to your purchase and you require a copy of the manufacturer's warranty and conditions of use please feel free to email [jhbstore@ifsw.co.za](mailto:jhbstore@ifsw.co.za) and we will gladly forward the information to you.

## **Service and Maintenance:**

At Innovation Foodservice Worx (Pty) Ltd we provide service and maintenance support for the equipment we sell.

Some items are "carry in" service items and clients are welcome to bring their machines in for servicing to our head office.

Selected spares are also available and should specific spares be required our team will be happy to assist in ordering the required item from the manufacturer.

We want our clients to be happy with their purchase and enjoy the items they have bought from Innovation Foodservice Worx (Pty) Ltd. You are invited to contact us at any time should you want to share your experience with us.

Thanking you for your support and patronage.