



FINE CHOICE
COFFEE SOLUTIONS

FINE CHOICE SERVICE CENTRE TERMS AND CONDITIONS

HOUSEHOLD COFFEE MACHINES – ALL TYPES

- **\$65 Diagnosis Fee payable upon drop-off** (note: this fee will be deducted from the total bill should the customer proceed with repairs)
- **SAME DAY SERVICE & REPAIRS AVAILABLE** subject to the following conditions: must be dropped off by 10am – availability of parts and technicians' time - \$45.00 surcharge

Jura Capped Price Servicing*

DOMESTIC MACHINES - IMPRESSA & ENA						
HOUSEHOLD USE	UNDER 6 YRS			COMMERCIAL USE**	UNDER 6 YRS	
	JURA CARE PLUS^	SERVICE ONLY	PREMIUM SERVICE		SERVICE ONLY	PREMIUM SERVICE
	\$395	\$195	\$295		\$255	\$365
	OVER 6 YRS				OVER 6 YRS	
	N.A.	\$395			QUOTE	

* Standard filters incur an extra charge of \$20.00. Pro-Filters will be charged at \$45.95

** Should a machine be purchased for commercial use, the warranty period is limited to 12 months

^ Jura Care Plus comes with a 12 months service warranty (Premium is the standard 3 months)

Terms and Conditions

- Please allow up to a seven (7) working day turnaround for service and repairs
- If parts required are on back-order, turnaround time could extend past 7 working days
- Fine Choice Coffee Solutions does not accept responsibility for any accessories sent or brought in with machines
- Fine Choice Coffee Solutions does not accept responsibility for freight damage if the machine has been poorly packed from the customer's end
- Fine Choice Coffee Solutions has the right to charge freight accordingly. This will be shown as a separate item on the invoice
- All machine repairs must be paid for upon pick up or prior to freighting the unit
- Fine Choice Coffee Solutions offers a standard 3 month workshop warranty on all repairs carried out, assuming the machine has been maintained according to Jura Guidelines (i.e. follow maintenance program). By purchasing Jura Care Plus, this warranty is automatically extended to 12 months.



FINE CHOICE
COFFEE SOLUTIONS

FINE CHOICE SERVICE CENTRE TERMS AND CONDITIONS

- Machine warranties do not cover external parts or damages caused by user error. In these cases, quotes will be provided for parts and labour
- Loan machines are not offered to domestic customers

Refurbished Machines

- Fine Choice Coffee Solutions offers a standard six (6) month warranty on all parts for refurbished machines
- Outside of the warranty period, parts will be replaced at cost up to the 12-month mark
- External parts and damages caused by user error are not covered
- All refurbished machines come with new grinders and have been fully serviced. Other parts are only replaced if they are no longer in working order
- When purchasing a refurbished machine, you are doing so at your own discretion
- Fine Choice Coffee Solutions does not offer refunds for refurbished machine purchases

The Fine Choice Service Centre undertakes all Jura Coffee Machine Servicing in line with Jura warranty guidelines. What these warranties do not cover:

- Periodic maintenance (cleaning & descaling) and repair and replacement of parts due to normal wear and tear
- Any modification or changes to upgrade the product from its normal purpose as describe in the instruction Manual
- The fading or discolouring of panels and chrome accented accessories caused by exposure to caustic elements, dishwasher, abrasive cloths etc.
- Damage resulting from:
 - Misuse, including but not limited to failure to use the product for its normal purpose or in accordance with JURA's instructions on proper use and maintenance
 - Failure to use the Claris filter in accordance with JURA's instructions
 - Use of descaling or cleaning tablets other than JURA branded products
 - The presence of insects or vermin. Pest infection
 - Foreign agents
 - The use of product that are not designed for these machines
 - Repairs performed by non-authorized Service centres or the customer themselves
 - Negligence, accidental or otherwise
 - Accidents, lighting, water, fire, improper ventilation or any cause beyond the control of JURA



FINE CHOICE
COFFEE SOLUTIONS

FINE CHOICE SERVICE CENTRE TERMS AND CONDITIONS

PROFESSIONAL COFFEE MACHINES – ALL TYPES

- \$100 call out fee for on-site repairs (plus parts and labour should call out exceed 15 mins)
- \$55 pick-up & delivery charge (fee waived for coffee customers)
- **SAME DAY SERVICE & REPAIRS AVAILABLE** subject to the following conditions: must be dropped off by 10am – availability of parts and technicians' time – surcharge applies - P.O.A

Jura Capped Price Servicing*

PROFESSIONAL MACHINES - X LINE & GIGA					
SINGLE GRINDER	UNDER 5 YRS		DUAL GRINDER	UNDER 5 YRS	
	SERVICE ONLY	PARTS REPLACED		SERVICE ONLY	PARTS REPLACED
	\$255	\$365		\$395	\$495
	OVER 5 YRS			OVER 5 YRS	
QUOTE (inc. parts & labour)		QUOTE (inc. parts & labour)			

*Filters incur an extra charge of \$45.95. All prices include GST

Terms and Conditions

- Please allow a two (2) to five (5) working day turnaround for service and repairs
- If special parts are required on back-order, turnaround time could extend past five (5) working days
- Fine Choice Coffee Solutions does not accept responsibility for any accessories sent or brought in with machines
- Fine Choice Coffee Solutions does not accept responsibility for freight damage if the machine has been poorly packed from the client's end
- Fine Choice Coffee Solutions has the right to charge freight accordingly (shown as a separate item on the invoice)
- Fine Choice Coffee Solutions offers a standard three (3) month workshop warranty on all repairs carried out, assuming the machine has been maintained according to Jura Guidelines (i.e. follow maintenance program)
- Loan machines are available to customers who purchase coffee beans from Fine Choice Coffee Solutions up to five (5) working days. A \$70/day surcharge applies thereafter
- For non-coffee customers, charges apply for a loan machine – price dependant on model



FINE CHOICE
COFFEE SOLUTIONS

FINE CHOICE SERVICE CENTRE TERMS AND CONDITIONS

- Machine warranties do not cover external parts or damages caused by user error. In these cases, quotes will be provided for parts and labour

Refurbished Machines

- Fine Choice Coffee Solutions offers a standard six (6) month warranty on all parts for refurbished machines
- Outside of the warranty period, parts will be replaced at cost up to the 12-month mark
- External parts and damages caused by user error are not covered
- All refurbished machines come with new grinders and have been fully serviced. Other parts are only replaced if they are no longer in working order
- When purchasing a refurbished machine, you are doing so at your own discretion
- Fine Choice Coffee Solutions does not offer refunds for refurbished machine purchases

The Fine Choice Service Centre undertakes all Jura Coffee Machine Servicing in line with Jura warranty guidelines. What these warranties do not cover:

- Periodic maintenance (cleaning & descaling) and repair and replacement of parts due to normal wear and tear
- Any modification or changes to upgrade the product from its normal purpose as describe in the instruction Manual
- The fading or discolouring of panels and chrome accented accessories caused by exposure to caustic elements, dishwasher, abrasive cloths etc.
- Damage resulting from:
 - Misuse, including but not limited to failure to use the product for its normal purpose or in accordance with JURA's instructions on proper use and maintenance
 - Failure to use the Claris filter in accordance with JURA's instructions
 - Use of descaling or cleaning tablets other than JURA branded products
 - The presence of insects or vermin. Pest infection
 - Foreign agents
 - The use of product that are not designed for these machines
 - Repairs performed by non-authorized Service centres or the customer themselves
 - Negligence, accidental or otherwise
 - Accidents, lighting, water, fire, improper ventilation or any cause beyond the control of JURA