



arrow beauty

Service Work Menu



arrow beauty offers a fully equipped Service Department for the repair and service of your beauty equipment or furniture. With many years of experience to draw on arrow beauty's Service Department is a truly unique feature within the Beauty Market of New Zealand.

Our Technician has the technical knowhow and experience to repair and service arrow beauty equipment ensuring that any piece of equipment sold by arrow beauty not only complies with all the necessary NZ Electrical Safety Standards but delivers the performance you would expect.

Service Work pricing menu as below:

Rates effective from December 2018

- Hourly Service Rate (charged in 30min blocks)
 - **arrow beauty** supplied Equipment and Product = **\$85.00/hr +gst**
 - ALL Other Equipment and Product = **\$100.00/hr +gst**
 - A 30min minimum Service/Repair applies Charge per Job (+ Parts)

- Technician Call-Out Fee = **\$60.00 +gst** (Flat charge)
 - Plus Hourly Service rate

- Arrow Beauty Pick-UP and/or Drop-OFF Fee = **\$50.00 +gst** (EACH WAY)

- 'Special Rate' for Schools = **\$80.00/hr +gst**,
(Plus any other applicable charges)

- Special 'Customer' Rates = As Negotiated

- Equipment Testing and Calibration = **\$70.00 +gst** (per machine)
(Done onsite at arrow)

- Furniture Assembly Charge = **\$40.00+gst** (per item)

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P: 0800 105 209

W: www.arrowbeauty.co.nz

E: sales@arrowbeauty.co.nz



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Service Work Menu Notes



Notes:

- Any Service Work remaining Unclaimed or Unpaid for a period of 3months from the date of completion, will be sold to defer expenses.
- Arrow beauty Pick-UP and Drop-OFF fee covers the situation where the customer requests arrow beauty to collect or return their item requiring Service or Repair from in-Salon. Every effort will made to expedite the item as soon as practical from/to the Salon giving due consideration to the availability of arrow beauty staff to that locality at the time.
- A Service Work Warranty of 6 months from date of return invoice applies to all Service work completed.
 - Only the Parts used in repair are subject to the Service Work Warranty
 - This Service Work Warranty operates in conjunction with Arrow Beauty's normal Warranty Terms and Conditions.
- The Equipment and Calibration charge is a fixed price per machine that includes the preparation of a 'Test Report' that will accompany the return of your equipment;
 - Testing and Calibration done off site from arrow beauty, normal charges apply.
 - Any relevant technical notes as to the units testing will be written in the Technicians Report section of the Test Report.
 - The charge also includes the affixing of a Test & Calibration sticker to the exterior of each unit identifying the Date of Test.
 - Any additional fault(s) found during the Test and calibration procedure will be charged at normal service rates following customer approval to proceed.
 - Arrow beauty cannot Calibrate IPL, Laser or any Light Emitting machines – please refer to your manufacturer
 - Not all machinery requires Calibration. Please contact us to discuss your Calibration needs

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'Loan machine Rates'



arrow beauty offers a fully equipped Service Department for the repair and service of your beauty equipment or furniture. Part of this service is the availability of our Loan Equipment.

This allows your salon the opportunity to continue operating and generate income *even* when your specific item is in with us.

This unique industry service proudly comes to you from arrow beauty, your complete Salon Supplier.

Loan Machine rates, pricing schedule below

Rates effective from December 2018

CODE	DESCRIPTION	LOAN RATE** (+gst & Frt)	AVAILABLE
BT-BLEND-LOAN1	Blend 2B Electrolysis Machine (With full accessories)	\$185.00	2
BT-AE05-LOAN	Foot Pedal for Blend 2B	\$40.00	2
BT-VU046	VuTan HLVP Spray Tan Machine (Pig, Gun, Hose)	\$185.00	1
BT-HOTCABILOAN-1	Hot Cabinet	\$90.00	2
BT-HOTCABILOAN-2	Double Hot Cabinet	\$110.00	1
BT-BS01-LOAN	Glass Bead Steriliser (with Beads)	\$30.00	1
BT-SH35000	Full Electric Beauty Bed	\$285.00	1
BT-APC5-LOAN	Portable Beauty Bed (With back rest function)	\$185.00	1
BT-DV203-LOAN	HF Machine (With 2 Probes – Mushroom & Linear)	\$110.00	1
BT-SF605-LOAN	Galvanic Machine (With Neutral Hand Grip & Rollers)	\$110.00	1

**** (Terms and Conditions apply)**

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Terms and Conditions for Loan Equipment:

1. Arrow beauty can offer a number of Beauty Machines and Furniture (here-in called 'Loan equipment') for use in Salon, 'on loan' whilst a Salon's machine or furniture item is in for repair or service with arrow beauty's Service Department.
 - a. Salon means, Beauty Salon, Spa, Beauty School and/or any business type supplied by arrow beauty.
 - b. There are Loan charges associated with this service and these are outlined in "Loan Machine Rates"
 - c. Service or repair to arrow beauty Machines and/or Furniture covered under Warranty are not subject to the Loan Machine rates as outlined subject to Para 1.b.ii.
 - i. Loan Machines provided for Salon use in the case of a Warranty issue will be provided free of charge including return freight, unless;
 - ii. If the Warranty issue is subsequently void, then full charges will apply retrospectively as per these Terms and Conditions.
2. All Loan Equipment remains the property of arrow beauty for the period of any loan and as such;
 - a. The Salon acknowledges they owe arrow beauty a duty of care to ensure the item loaned is safeguarded against loss, damage, thief or any type of misadventure.
 - b. The Salon acknowledges this duty applies because the loan item, once delivered to the Salon, is considered to be at all times in the possession or implied possession of the Salon and will remain the responsibility of the Salon until its proper returned to arrow beauty.
 - c. This duty of care applies to the Salon, the Owner(s) and their staff and any agents and/or associates of the Salon.
 - d. The Salon accepts full liability in the event whereby any duty of care is not exercised to the satisfaction of arrow beauty.
3. Loan equipment can be supplied, if available and if required, to a Salon.
 - a. There is no obligation on arrow beauty to provide a Salon with loan equipment whilst theirs is in for service or repair.
 - b. At all times Loan equipment is subject to availability.
4. Loan equipment will only be supplied for Salon equipment that is being serviced or repaired by arrow beauty.
 - a. Salons who have purchased the Equipment and/or Furniture item from arrow beauty will receive first preference on loan equipment allocation.
5. Loan rates are not the same as Hire rates.
6. Supply of Loan equipment;
 - a. The Salon will be invoiced for the loan item as per current Loan Rates
 - i. CSBT customers will be required to make payment prior to the despatch of the loan item and;
 - ii. Will be required to make payment for the service and repair of their equipment prior to its return.
 - b. The Salon will provide a current Credit Card number as security for arrow beauty against this Loan arrangement.
 - c. Loan rates exclude gst and freight and are subject to change from time to time.
 - d. Loan equipment will be supplied with the necessary accessories to enable the unit's appropriate function.
 - i. These accessories will be noted on the Invoice along with the unit's Serial number and any distinguishing marks/features or other matters of relevance.
 - e. The cost of loan equipment will cover the entire duration of service or repair whilst with arrow beauty and subject to Para.7 no additional charges will apply upon return.
7. Return of Loan Equipment
 - a. The Salon will be advised when the service or repair to their equipment has been completed.
 - b. When the serviced or repaired item is received back to the Salon the loan equipment must be returned to arrow beauty within 5 working days.
 - i. Loan equipment not returned within 5 working days will incur additional loan charges as per the Loan rate.
 - ii. These charges will be invoiced to the Salons and charged to the credit card number as held per Para.6.b.
 - c. The cost of Freight for the return of loan equipment is to be arranged paid for by the Salon, unless otherwise arranged and agreed with arrow beauty.
 - d. Loan equipment is to be returned to arrow beauty in a clean and tidy condition, fully operational and inclusive of ALL the accessories originally sent (as noted on the invoice) and to be received free of damage.

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- i. Loan equipment will be inspected by arrow beauty upon its return.
 - ii. Loan equipment must be returned in the same box and packaging as originally supplied by arrow beauty at the time of loan.
 - iii. Any additional charges for damage, repair, cleaning and/or accessory replacement will be invoiced and charged to the Salon.
 - iv. These charges will be invoiced to the Salons and charged to the credit card number as held per Para.6.b.
8. Agreement by the Salon for the supply of Loan equipment from arrow beauty is deemed as full acceptance of these Terms and Conditions.

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