Pacifica Labour and Parts Terms and Conditions

1. Application of these conditions

a. These terms and conditions (The “terms”) apply to the provision of Labour only services (“Services”) by Pacifica Group Ltd. (“Pacifica,” “us” or “we”) Pacifica Ltd is registered in England and Wales under the company number 05541667 with its registered office at The Venter Building, 3 Mandarin Way, Rainton Business Park, Houghton Le Spring, Tyne and Wear DH4 5RA.

b. You accept and agree to be bound by the Term. Please read these Terms carefully and make sure that you understand them before ordering any services.

c. Pacifica reserves the right to ament the Terms at any time without notice. Such change however will have no effect on the service that were submitted prior to the amended Terms being posted on the Web site.

2. These Terms

These Terms apply to any order you make over the telephone or make on our website. Please read these carefully before you place any order with us, as they set out important information about your rights and obligations.

You must be at least 18 years old and a resident of the UK to place an order with us.

We may make changes to these terms at any time. However, the terms which apply to your order will be those in force at the time you submitted your order to us.

3. Prices

a. The prices of the services will be as quoted on the Website from time to time.

b. The price of the services includes VAT (where appliance) at the rate chargeable in the UK for the time being.

4. Booking a repair

Booking a repair by telephone – when you initially contact Pacifica to enquire about a repair, we will reasonably assume that you have read our Terms and Conditions, checked that you are in a covered location and your appliance type is one that our network can repair. If you are in one of our covered areas and your appliance type is one that our network in your area can repair, then we will then quote you a service charge for an engineer visit. This will vary depending what appliance you need repairing and engineer availability in your area. Once offered the service charge and has been accepted by you, we will then proceed to take all the required information to book the engineer visit and then allocate the visit to a member of the Pacifica Network.

5. Speed of service Delivery – Initial Visit

Pacifica aim to offer same day/ Next day appointment. Same day/ Next day appointments are classed as callout within 24/48 hours from the point of initial booking. During busy times, time when the engineers are on annual leave or on sick leave and in some rural locations, it may be that we cannot achieve that target.

6. Ordering required Spare parts

During our visit we will inspect your appliance and try and determine what parts are required. Once we have done so, our target timelines are as follows:

Where parts are in stock at our suppliers: Once in stock we aim to get your appointment booked back in and completed as soon as possible

Where parts are out of stock at our suppliers: We will be advised by our suppliers what the delay time is expected to be before we can source the necessary part. We will then notify you of the estimated time.

7. What is included in the service charge?

The service charge that you pay included the initial engineer call out and the time needed on the initial visit to carry out full diagnostic testing resulting in spare parts needed or ideally a first visit completed repair where the installation is not at fault. Any spare parts that might be required to complete a repair are included in the service charge which we will give a quote for at the beginning of the call.

The service charge is payable at the time of booking the repair.

If an engineer attends and diagnoses a fault which then leads to an additional repair and/or spare parts, the service charge is payable and none refundable whether you decide to proceed or not. Pacifica does not offer free callouts and free estimates.

Our Repair Guarantee

All repairs completed by Pacifica directly come with a 90 days parts and labour guarantee. That means during this period we guarantee to repair or replace any faulty parts we have supplied or fix any faulty work that we have done. This doesn't affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that replace it

Please note, whilst we make every effort to give our customers satisfaction, after we diagnose a fault we cannot guarantee that other faults may not develop in the near future or even on the same day. The breakdown of other parts may give rise to symptoms identical to those which were present prior repair/service

Our repair guarantee is to ensure that the repair has been completed correctly. Should you need to call on the engineer to return after a repair because you believe that the repair has not been successful, if the fault relates to what the engineer did on the previous visit, the engineer will rectify any issues there will be no further charges.