

Equipment Sales Warranty

Metalfrío Solutions, Inc. ("Metalfrío") herein provides a warranty on Metalfrío and Caravell commercial cooler and freezer self-contained products ("Equipment") as follows:

1. The equipment supplied shall be free of manufacturing defects for a period of eighteen (18) months from date of original purchase as indicated by paid invoice or according to terms specified on the invoice or contract, unless otherwise noted on special purchases. All original records with equipment serial number(s) should be retained for warranty confirmation purposes.
2. Parts Warranty - Metalfrío warrants that parts supplied shall be free of defects in material and workmanship for a period of eighteen (18) months from date of original purchase. The parts warranty provides repair or replacement at Metalfrío's discretion of parts found to be defective. Customer could be required, at Metalfrío's request, to ship back defective parts. Compressor is covered for period of five (5) years as a parts replacement only warranty.
3. Labor Warranty – During the first eighteen (18) months Metalfrío provides a warranty on labor on the parts identified above. Labor includes reasonable straight time labor charges to install named parts. For any period extending beyond (18) months from the date of the original purchase, no such labor will be provided and customer is responsible for all such labor charges. Metalfrío shall have the option, at its sole and absolute discretion, to replace parts or equipment with new or refurbished equipment of equal value and utility. **Service made by other than an authorized Metalfrío service agent will void the warranty.**
4. Conditions – Metalfrío may, at its sole and absolute discretion, request the customer to evaluate the potential warranty issue first before calling an authorized service repair technician. Metalfrío's obligation to provide parts and labor under the warranty provided herein must be performed by an authorized Metalfrío repair service technician. The customer is required to call or notify Metalfrío to obtain repair service authorization before any work may begin. Metalfrío is solely responsible for dispatching an authorized repair service technician to perform warranty services. Repair services provided by any other service provider will void the warranty.
5. Limitations and Exclusive Remedy – Normal wear and tear of gradual deterioration and depreciation is excluded from this warranty. Exterior/interior structural damage, dings and dents due to on-site abuse is excluded from this warranty. Light bulb replacement is excluded from this warranty. The parts and labor warranty is the sole exclusive warranty remedy offered by Metalfrío. All other warranties either expressed or implied arising under law, or equity or custom of the trade included, but not limited to warranties of merchantability of fitness for a particular purpose are excluded. Metalfrío and its service agents shall not be liable for any incidental or consequential loss, or damages (included but not limited to food loss, product loss, ice cream loss, personal injury or property damage) whether it is based on a contract claim or tort (including negligence or strict liability arising out of equipment or service provided hereunder).
6. Metalfrío reserves the right to invoice and collect from the customer for actual and replacement costs in the event the warranty claim is deemed to be a nuisance claim and not associated with a defective product or part. Metalfrío reserves the right to replace parts or equipment with equal value. The customer is responsible for transportation.

For Sales, Parts & Service Information:

Metalfrío Solutions, Inc.
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Boerne, TX 78006

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(888) 403-0070 Toll Free

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