



Flat Rate Service Dispatch

Includes labor, travel and parts (excluding water filtration) expenses for a site visit to repair BUNN® Beverage Equipment during normal business hours. Normal business hours are defined as Monday through Friday (excluding holidays), 8:00 a.m. to 4:30 p.m. in the local time zone of the location. Servicers are dispatched immediately and generally resolve equipment issues the same day or within 24 hours. BUNNserve® cannot guarantee response times in remote areas.

After Hours Service Dispatch

Service Dispatch outside normal business hours is available at 1.5 times the standard Flat Rate Fee.

Extended Travel

Flat Rate Pricing is applicable for locations within 50 miles of the nearest BUNN Authorized Service Provider. Flat Rate Services provided to locations exceeding this requirement will be assessed an Extended Travel Fee of \$75.00.

Requirements

All repairs must be completed on site. Repairs that require removal of the equipment from the site will be invoiced to the customer at servicer's time, travel and material charges plus the BUNNserve Management fee of \$48. Customers will be consulted before equipment is removed from a location. Caller must provide the Serial Number and Model Number of equipment to be serviced at the time service is requested. Requests that do not include this information do not qualify for Flat Rates.

Primaries and Secondaries

Primary price covers first piece of equipment at site. Secondary price covers each additional piece of equipment serviced at the same site on the same date. The highest priced service is considered as primary.

Exclusions

Flat Rate Pricing is not available for the following: Large venues such as airports, stadiums, and arenas; locations that conduct security screenings or have limited or restricted access; remote locations that are accessible only by boat or air travel.

Repairs to items external to BUNN equipment such as water lines, back flow preventors, water hammer arrestors, electrical outlets or other water treatment devices are not eligible for Flat Rate Services.

BUNNserve services are performed by BUNN Authorized Service Providers or BUNN Factory Representatives. Selection of servicer is at sole discretion of BUNNserve.