

ggm at the ready 

Service Agreement





Why choose a Service Agreement?

Your machine is a significant investment, and needs to perform to its optimum. Regular servicing ensures that normal wear and tear is identified and rectified quickly so minimising the possibility of an unexpected breakdown. Regular servicing also helps to maintain the value of your machine and to ensure that it will give you many years of use.

Planned regular servicing can be both cost effective and arranged to match your cash flow, so for your peace of mind we've introduced our flexible Service Agreement. Our flexible Service Agreement enables you to choose whether to prepay for up to five years servicing or spread the costs over the contract period, just as you would with a utility bill.



GGM always aim to be flexible and accommodating and will work with you to ensure we undertake work at an agreed time and cost, so minimising machine downtime and allowing you to budget. There will be no additional costs unless agreed prior and if for any reason

there is a delay in completing your service or repair we will offer you priority access to an alternative machine from our extensive hire fleet.

Additionally, with our Service Agreement you can relax in the knowledge that we are ready to offer you a priority response to your servicing and breakdown needs allowing you to focus on the task in hand.

At GGM we pride ourselves in providing professional service and after sales support to our customers and are delighted to have been recognised by Kubota with the award of GOLD Service Excellence status for the 8th year running. This award recognises GGM as offering amongst the best levels of service out of more than 100 Kubota outlets in the UK.



The GGM Service Agreement

PLANNED MAINTENANCE, PREDICTABLE COST, TOTAL PEACE OF MIND

The GGM Service Agreement is the easy and flexible way to budget for routine maintenance for your machinery. Simply select the hours and time frame and agree a payment plan to suit your business requirements.

KEY BENEFITS

- > **PRIORITY RESPONSE**
As a contract service customer, you are our priority and we'll provide the fastest response we can.
- > **PRICES ARE FIXED FOR CONTRACT PERIOD**
Pay today's prices allowing you to make cost savings and get better value for your money.
- > **QUALITY SERVICE STANDARDS**
It's no coincidence that we have won the Kubota Gold Award for Service excellence eight years in a row!
- > **SPECIALIST TRAINED ENGINEERS**
Our engineers have many years' experience and attend regular manufacturer training.
- > **EXTENDED MACHINE LIFE**
Regular servicing ensures any problems are diagnosed early and rectified, extending the life cycle of the machine.
- > **PEACE OF MIND**
Allowing you to concentrate on your core business.
- > **FIXED PRICE SERVICING**
Fixed prices locked to beat inflation for up to five years with tailored payments.
- > **SERVICE PLAN**
Tailored to the anticipated usage of your machine.
- > **ENHANCED RESALE VALUE**
Regular dealer servicing enhances the value of your machine when it's time to replace it.
- > **BUDGETED COSTS**
No variation in service costs for lifetime of your machine.
- > **SAFER MACHINERY WITH LESS DOWN TIME**
Increasing your efficiency.

WHAT'S INCLUDED

- > **SERVICING UNDERTAKEN TO MANUFACTURERS SERVICE GUIDELINES**
by our fully trained technicians using only genuine spare parts
- > **COMPLIMENTARY MACHINE HEALTH CHECK**
with each service visit
- > **18 MONTH GUARANTEE ON KUBOTA PARTS**
- > **ALL OILS AND FILTERS**
as per manufacturers recommendations
- > **ENVIRONMENTALLY FRIENDLY DISPOSAL**
of old oils and filters

WE SERVICE ALL MAKES

We will provide professional service and repairs for all manufacturers and models of groundcare machinery. Our specialist engineers can tailor servicing to your machine no matter the manufacturer or model.



Extended Warranty is available across our core franchises



Service Agreement

Name						
Address		Postcode				
Make		Model		Serial Number		
Installation Date						
Anticipated Useage:		Payment Options:		Payment Frequency:		
Years:	Hours:	<input type="checkbox"/> Direct Debit	<input type="checkbox"/> Finance	<input type="checkbox"/> Yearly	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Monthly
Equivalent Monthly Cost: £			Total Cost: £			
Purchase Order No:			Finance Agreement No:			

DECLARATION I confirm we wish to enter into a service contract agreement with GGM to cover the service requirements of the above machine for the number of hours specified for a period up to 36 months from commencement.

Authorised Signatory Name _____ **On Behalf of GGM Name** _____

Signed _____ **Signed** _____

Position _____ **Date** _____ **Position** _____ **Date** _____

- All servicing will be carried out as per the manufacturers' service schedule, all service parts, oils and labour are inclusive.
- Minor services may be consolidated. It is the owners responsibility to carry out belt and other operational adjustments in between contract services.
- Damaged items and wearing parts, such as belts, blades & tyres are not covered by this service contract and will be charged as an extra at time of supply.
- This contract will cover up to the maximum hours specified above or three years from commencement - whichever is sooner.
- All prices listed are exclusive of VAT.

DECLARATION I confirm we DO NOT wish to enter into a service contract agreement with GGM to cover the service requirements but understand I have 30 days from the date of installation to opt into this service agreement.

Authorised Signatory Name _____ **On Behalf of GGM Name** _____

Signed _____ **Signed** _____

Position _____ **Date** _____ **Position** _____ **Date** _____



Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form using a ballpoint pen and send it to:
Gibsons Garden Machinery Ltd, Regent House, Regent Street,
Whitewalls Industrial Estate, Colne, Lancashire, BB8 8LJ

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/building society
Address	
Postcode	

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Service user number

Reference

For Gibsons Garden Machinery Ltd official use only
This is not part of the instruction to your Bank or Building Society.

Instruction to your Bank or Building Society

Please pay Gibsons Garden Machinery Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Gibsons Garden Machinery Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

DDI 7 5/15



Agreement Summary

Make: _____ Model: _____ Serial No. _____

Installation Date: _____ Anticipated Usage: Years: _____ Hours: _____

Payment Options: Direct Debit Finance Payment Frequency: Yearly Quarterly Monthly

Equivalent Monthly Cost: £ _____ Total Cost: £ _____

Banks and Building Societies may not accept Direct Debit Instructions for some types of account. This guarantee should be detached and retained by the payer.



The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Gibsons Garden Machinery Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Gibsons Garden Machinery Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Gibsons Garden Machinery Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Gibsons Garden Machinery Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



Colne

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Haydock

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AMAZONE

AS
MOTOR

BARONNESS

DENNIS

ELIET

HAYTER
MAKERS OF THE FINEST MOWERS

Husqvarna

