












KAS PROS

Official KAS PROS pricing and
Service terms. Updated
February 2024


Pricing, Warranty, Promotions, Repair & Installation Terms & Conditions

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Welcome to the official **KAS PROS Appliance Repairs & Installations Inc.** service policy guide! Whether you're a new customer or a returning one, this document is designed to provide **total clarity** on how our promotional pricing works, what to expect from our technicians, and the terms surrounding our service, warranty, and payment structure.

 **Transparency is our top priority.** Most of the terms and conditions outlined in this document also appear directly on our customer **invoices, receipts, and estimates** — ensuring that you're always

informed before, during, and after your installation. We believe you deserve clear expectations and no surprises.

At KAS PROS, we know that every home is different — so we operate with **flexibility, fairness, and professional care**. Our goal is to help you get the job done safely and correctly the first time, without last-minute surprises or hidden fees. This document breaks down our **pricing rules, booking terms, warranty policies**, and more so you can feel confident and informed before we arrive.

Let's get started! 

◆ 1. PROMOTIONAL PRICING TERMS

Our **promotional pricing** is designed to make quality appliance installation accessible and affordable for straightforward jobs — but several key factors must align for the promo pricing to apply. We aim to offer cost-effective service without sacrificing professionalism, safety, or technician wellbeing.

Time-Based Eligibility:

Promotional pricing is valid **Monday to Friday between 7:00 AM – 4:00 PM** only. Installations outside this timeframe — such as evenings, weekends, or statutory holidays — are **not eligible** for promo pricing due to increased operational costs.

Location-Based Restrictions:

Promo pricing is available in our **core coverage areas**: Toronto, Scarborough, North York, East York and Etobicoke.

Customers located **outside these areas** (e.g., Brampton, Mississauga, Milton, Burlington, Bowmanville, Oshawa, Whitby, Ajax, Oakville, Pickering, and similar) may be subject to **extra mileage/travel fees** depending on technician proximity and route planning.

Installation-Ready Requirement:

To qualify for promo pricing:

- Appliance must be **on-site and unboxed** in the room where it's to be installed.
- Area must be **clean, accessible, and safe** for one technician to work.
- **Power, water, vent, or gas connections** must already exist and be easily accessible.
- Installation must be **standard** — meaning no structural modifications, rerouting, or custom builds.

 Tip: Send us pictures or a quick video walk-through of the install area to confirm eligibility upfront.

Common Disqualifiers:

Promo pricing will not apply if:

- The appliance requires a second person to lift (e.g., stacked washer/dryer).
- Cabinetry or countertops must be cut.

- There is no shut-off valve or the connections are hidden.
- Custom ductwork, electrical rerouting, or plumbing alterations are required.

⚠ **Important:** Promo pricing is built around **predictable, pre-qualified jobs**. If we encounter unexpected site conditions, custom needs, or safety issues during the visit, pricing will be **adjusted accordingly** or rescheduled.

We aim to **avoid rushed jobs** that lead to poor installations or costly callbacks. Our pricing structure allows our technicians to spend the right amount of time **doing it once and doing it right** 🛠️✅.

◆ 2. WHAT'S NOT INCLUDED IN PROMO PRICING 🚫🔧

Promotional pricing is designed for **basic, plug-and-play appliance installations** only. However, many jobs involve unique challenges that fall outside this category. These non-standard situations require additional time, tools, personnel, and risk management — which is why they are **excluded from our promo pricing**.

✖ Excluded Appliance Types & Install Conditions:

- **Wall ovens** and **stacked washer/dryer units** do have custom promotional prices. However, they typically require two technicians, in which case an **additional fee of \$59–\$100** may apply for the second body.
- **Built-in refrigerators, panel-ready dishwashers**, and setups involving custom cabinetry or millwork.
- **Ventilation installations** that require new ductwork, wall/ceiling penetration, or trimming/alteration of factory components.

✂ Chimney Duct Cover Trimming:

We **do not trim or cut chimney duct covers on-site**, as doing so may **void the manufacturer's warranty**. However, we can arrange to send your duct cover to a **specialized metalwork shop** to be custom cut or shortened with professional-grade results. This service is available **at an additional fee**, quoted based on job specifics.


⚠ Common Situations That Require Custom Quotes:


- **Cabinet modifications**, cutting, or adjustments
- **Breaker panel electrical work** (KAS PROS does not touch breakers for liability and insurance reasons)
- **Running or rerouting plumbing, gas, or electrical lines** to reach new appliance locations
- **Drilling through concrete, quartz, marble, or other dense materials:** This type of job requires specialized tools and care. An **additional fee of \$59–\$100** may apply. Material cost is separate.
- **Plumbing valve creation:** If a water shut-off valve is missing or needs to be added, a **minimum charge of \$79 plus materials** will apply. Complex configurations may increase this cost.
- **Leveling, anchoring, or stabilizing** appliances in irregular or sloped floors
- **Tight or restricted installation spaces** that prolong the job or require extra equipment

- **Appliance removal, haul-away, or disposal**, unless specifically arranged in advance

Special Handling & Access Fees:

- If a **second technician** is needed due to weight, awkward lifting, or stair navigation
- If **height access** (above 6 ft) is required for safe completion using ladders or scaffolding

 **Pro Tip:** Sending us clear **photos or videos of the installation area** before booking helps us determine eligibility for promo pricing and prevents surprises during the appointment.

 **Why these exclusions matter:** Promo prices are based on predictable jobs done in safe, ready environments. When unexpected complications arise — such as inaccessible shut-offs, uncut countertops, or missing ventilation ducts — a rush install can lead to **poor results, extra costs**, or **unsafe work conditions**. We prefer to get it done **once, and right**.

For all excluded services, we will gladly provide a clear and competitive **custom quote** tailored to your specific needs.

◆ 3. PRIORITY & SAME-DAY SERVICE FEES

While we strive to offer timely and flexible service options, **priority and same-day bookings** fall outside the scope of our standard promotional pricing. These requests require expedited scheduling, route adjustments, and often overtime labor — all of which come with operational costs.

When Priority Service Is Requested:

- **Same-day and next-day installations**
- Bookings requested **outside of normal service hours** (before 7:00 AM or after 4:00 PM)
- **High-demand days** or **peak seasons** when technician availability is limited

Applicable Fees:

A **priority booking fee ranging from \$59 to \$150** may apply depending on:

- Your location in relation to the nearest technician
- The day and time of the booking
- The urgency and flexibility of the request
- Traffic conditions or long-distance travel

Risk of Booking on Delivery Day:

We strongly discourage customers from **booking installations on the same day appliances are delivered**. Here's why:

- Delivery drivers may **cancel or delay** without warning.
- Items may arrive **damaged, incomplete, or incorrect**, making installation impossible.
- If technicians arrive and cannot complete the job due to delivery failure, a **travel fee** will be charged.

⚠️ **Avoid Unnecessary Charges:** To ensure a smooth process, we recommend booking your installation **one day after delivery** to allow for inspection, unboxing, and proper staging.

🚚 Why We Charge for Express Bookings:

Our technicians service **multiple cities daily**, from Toronto and Scarborough to Burlington and Oshawa. Coordinating last-minute changes can compromise the **quality of work** and **extend job durations** for everyone.

By reserving priority time slots, we can allocate adequate time and resources without compromising our workmanship.

📌 **Reminder:** All priority bookings must be **pre-approved** and are **subject to availability**.

◆ 4. COMMUNITY FRIDAYS – GIVING BACK WITH PURPOSE 🤝

At KAS PROS, we're more than just an installation service — we believe in uplifting our local communities. That's why every Friday, we proudly offer **appliance installation** to qualifying households within the City of Toronto under our **Community Fridays** initiative. Customers only pay a **\$75 travel fee**, and we cover the rest.

This isn't just a giveaway — it's our way of supporting seniors, single parents, low-income families, young or first-time homeowners (especially through housing support programs like Habitat for Humanity), or anyone facing tough times who still deserves professional service and dignity in their home. 🏠

✅ What's Included:

- Full appliance installation (dishwashers, OTR microwaves, under-the-cabinet hoods, cooktops, and washers/dryers side-by-side)
- Professional workmanship
- Full walkthrough and usage guidance from our technician

📌 Requirements & Eligibility:

- Must reside **within the City of Toronto**
- Appliance must be **delivered and on-site**
- Installation location must be **ready and safe** with existing hookups
- Customer pays only a **\$75 non-refundable logistics/travel fee** (helps us cover fuel, dispatching, and technician time)
- Bookings must be made at least **5 business days in advance**
- First-come, first-served — **limited slots available weekly**

🚫 What's NOT Included:

- Complex installs like **wall ovens, stacked washer/dryers, or panel-ready appliances**
- Site modifications (no cutting of cabinets, wiring, venting, or plumbing changes)

- No 1-Year Warranty (this is a goodwill program, not a standard paid service)
- No material or parts supply from KAS PROS

💡 Why We Do It:

Our technicians are part of this community too. We believe in creating a ripple effect of kindness. Through this program, we're not only offering service — we're building trust, relationships, and a stronger Toronto. We especially recognize the needs of newer homeowners, many of whom are navigating the challenges of setting up their first home or transitioning from support programs into independent living.

🔊 **Please note:** This program fills up quickly and we appreciate your patience and understanding if selected dates are unavailable. Rescheduling options are limited due to high demand.

If you would like to donate or sponsor a future Community Friday installation, reach out to us directly.

◆ 5. 1-YEAR WORKMANSHIP WARRANTY FOR INSTALLATIONS 🛡️

At **KAS PROS**, we take pride in delivering work that stands the test of time — not just because we say so, but because we back it with a clear and structured warranty promise. Our warranty offerings are divided into two distinct areas: installation and repairs, each with their own coverage expectations and exclusions.

🔧 Standard Installation Warranty – 1 Year (Labor Only)

Every **eligible paid installation** includes a **1-year workmanship warranty**, meaning if an issue arises that can be directly attributed to how the appliance was installed, we'll return to correct it at no extra labor charge.

🎯 What's Covered:

- Poor leveling or appliance shifting due to improper mounting
- Leaks from incorrect water or gas line connection
- Misaligned venting systems (for range hoods, dryers, etc.)
- Electrical miswiring that stems from our connection to **existing, visible wiring**

🚫 What's NOT Covered:

- Appliance defects or internal malfunctions (those fall under the manufacturer's warranty)
- Failures caused by pre-existing issues in your property's plumbing, electrical system, cabinetry, flooring, or ventilation
- Situations where **customer-provided kits** or **third-party accessories** were used that compromised the integrity of the install
- Hidden, inaccessible, or non-standard setups not disclosed during booking

⚠️ Conditions for Warranty Validity

To ensure your warranty remains active:

- Do **not tamper** with or modify any aspect of the installation
- Report issues within the 12-month period
- Allow KAS PROS to inspect the work before engaging third-party service

📷 We may require **photos/videos** of the issue in question and the original invoice to proceed with your claim.

🔧 Important Clarification: What Installation Warranty Doesn't Mean

The warranty is not a blanket coverage on the appliance itself. For instance:

- A dishwasher leaking from inside the door seal is a manufacturer issue.
- A dryer not turning on months later due to faulty board is an appliance defect.

Our promise is simple: If **we didn't install it right**, we'll make it right ✅.

For warranty concerns, call us at **888-520-4527** or email info@kasprosappliancerepairs.com with your invoice and service details.

◆ 6. DEPOSITS, CANCELLATIONS & RESCHEDULING

We understand that plans can change — and we're happy to accommodate when possible. However, because our schedule affects multiple customers, we have the following policies in place to ensure fairness and technician efficiency.

💰 Deposits (Custom/Non-Standard Jobs Only)

For jobs involving complex or custom services — such as wall oven installations, panel-ready appliances, ductwork cutting, or large item lifts — a **deposit may be required** to secure your booking. This deposit helps us allocate the proper time, tools, manpower, and materials.

Deposits:

- Are **non-refundable** if cancellations are made less than 24 hours before the scheduled appointment
- Can be **credited toward your final bill** once service is successfully completed
- Are required before job dispatch is finalized

🔄 Cancellations & Rescheduling

We respectfully request that any cancellations or rescheduling requests be made **at least 24 hours before** the scheduled appointment.

⚠️ Late Cancellation Fee:

- Cancellations made **within 24 hours** of your appointment will result in a **\$50 late cancellation fee**, which compensates the technician for time reserved and potential lost bookings.

Free Reschedule:

- If you notify us **at least 24 hours in advance**, we'll happily reschedule your booking **once at no charge**.

Multiple Reschedules:

- Excessive or repeated rescheduling may result in refusal of future services or require a prepayment for any rebooking.

No-Show Policy:

- If our technician arrives and the customer is not present at the confirmed time, or if the site is inaccessible or unprepared for work, a **\$89 no-show or access fee** will be applied.

We strive to respect your time and appreciate the same in return. Efficient scheduling allows us to deliver high-quality service to everyone! 🍌

◆ 7. RIGHT TO REFUSE SERVICE

At KAS PROS, the safety of our technicians and the integrity of your home matters. We reserve the right to refuse service in specific situations that compromise these standards or fall outside our scope of expertise. We encourage transparency from all customers during the booking process to avoid delays, cancellations, or additional costs.

Situations Where We May Decline or Postpone Service:

- The **work area is unsafe**, cluttered, or poses hazards such as exposed wires, water damage, or pest infestations
- The **installation or repair conditions exceed the originally described scope** (e.g., unmentioned stacked appliance installs, wall ovens, or inaccessible ductwork)
- The **appliance cannot be accessed safely** (e.g., stacked in tight closets, sealed behind drywall, buried under renovated flooring)
- The customer **knowingly misrepresents** the condition of the site or the appliance to gain promo pricing or reduce fees

Why This Policy Exists:

- Appliance installations and repairs often involve electrical, gas, or water connections — **safety is non-negotiable**
- Rushed or forced service in improper conditions can lead to **serious post-installation failures** or void warranties
- Technicians must stick to routing schedules — unplanned complications in one job can delay service for others
- Integrity matters: being transparent allows us to provide fair quotes and quality workmanship ¹⁰⁰

We strive to maintain an open and respectful relationship with every customer. If a job is deemed non-serviceable upon arrival, we will explain the reason clearly and offer rescheduling options or referrals when possible.

◆ 8. WARRANTY POLICY 🔧

At KAS PROS, we aim to deliver quality workmanship that lasts — and we stand behind our labor with clearly defined warranty terms based on the type of service provided. However, it's important to understand the scope and limitations of our warranty, especially when dealing with complex appliance issues.

✅ Installation Warranty – 1 Year (Labor Only)

All **standard paid installations** come with a **1-year workmanship warranty** that covers labor-related faults or errors directly resulting from our installation process. This ensures peace of mind 🧑 for our customers and allows time to detect and report any post-installation issues that stem from how the appliance was installed.

✓ Covered under this warranty:

- Water or gas leaks directly due to improper hookup
- Appliance not leveled or secured properly
- Improper connection to existing power or venting
- Misaligned appliances due to technician error

✗ Not covered under this warranty:

- Faults related to the appliance itself (manufacturer's warranty applies)
- Issues due to outdated or failing home infrastructure (plumbing, electrical, flooring, cabinets, or ductwork)
- Faults caused by user tampering or appliance misuse
- Appliance installation using customer-supplied kits, accessories, or modified setups
- Any issue related to concealed connections or inaccessible installation areas

✉️ To initiate a warranty claim, please contact us within the coverage period, referencing your invoice and including a photo or short video showing the issue. An assessment will be conducted before determining eligibility under warranty.

🔧 Repair Warranty – 3 Months (Labor Only)

KAS PROS offers a **90-day labor warranty on repair services**, valid only on the specific repair completed and based on our technician's diagnosis and repair process.

Unlike installations, appliance repairs involve diagnosing hidden or complex internal issues, which can sometimes resurface or evolve due to other aging or damaged parts. That's why this limited warranty is strictly on labor — not parts, not ongoing symptoms.

✓ Covered under this repair warranty:

- Recurrence of the same issue caused by the original part or labor we repaired
- Installation or fitting errors on replacement parts supplied and installed by KAS PROS

✗ Not covered under this repair warranty:

- Different internal failures that were not detectable at the time of repair
- Additional components failing after the repair (e.g. a microwave tripping due to a new capacitor failure after a magnetron replacement)
- Any parts not provided or installed by KAS PROS
- Misdiagnoses from other service providers

💡 Many customers seek diagnostics from third-party companies offering low fees. However, incorrect diagnostics can lead to unnecessary part replacements and labor charges. At KAS PROS, diagnosis is the most critical step of any repair. It's comparable to seeing a doctor 🩺 — the right treatment depends on the right diagnosis.

We invest in keeping **highly trained, experienced technicians**, and fair compensation is required to retain such professionals. We ask customers to trust our team's assessment and judgment when it comes to addressing complex or recurring appliance issues.

💰 **Reassessment Fee:** If an issue reappears but is determined to stem from a different component or new problem, a **\$89 trip and diagnostic fee** applies. This includes technician time, reassessment, and report documentation.

Our goal is not just to fix the appliance but to deliver honest, long-term solutions based on accurate troubleshooting. If we believe a repair is not cost-effective or likely to lead to repeat failures, we will always inform the customer.

◆ 9. PAYMENT TERMS

To maintain efficient operations and technician accountability, KAS PROS Appliance Repairs & Installations Inc enforces strict payment policies for all services provided.

💳 When Is Payment Due?

Full payment is required **immediately upon completion** of the installation or repair. This allows our technicians to mark the job as completed in our system, enabling them to proceed to the next scheduled customer without delays.

👛 Why Immediate Payment Is Essential

- Our technicians cover a **wide service area**, often with multiple jobs scheduled in a day
- Marking a job as complete is part of our **compliance and accountability process**, required for tracking, insurance, and warranty eligibility
- Waiting for payment or allowing delays disrupts the routing schedule and impacts **service quality for other clients**
- Unpaid jobs create unnecessary administrative overhead and result in **delayed invoicing or collections**

💰 Accepted Payment Methods

- **Credit or Debit Card** (processed on-site)
- **Interac e-Transfer** (to the official business email)
- **Cash** (only if pre-approved in advance)

We do not offer payment plans or post-installation billing under regular circumstances. If you anticipate a concern with making full payment, you must notify our office **prior to the appointment** to explore options.

🔴 What Happens If Payment Is Not Made?

- Technicians are not authorized to leave the job unmarked or labeled as “pending payment”
- **Warranty claims will be denied** for unpaid or partially paid jobs
- Your account may be placed on hold, and future bookings will require a deposit or prepayment
- We reserve the right to initiate **collections procedures** for unresolved balances, including recovery of associated legal or administrative costs

🔑 Ensure Funds Are Ready

Customers are encouraged to prepare payment in advance or confirm their payment method before the appointment window. This reduces delays, supports routing efficiency, and ensures no disruption to service delivery.

Your cooperation helps us maintain fair pricing, consistent scheduling, and a strong standard of workmanship across all appointments.

◆ 10. CANCELLATIONS & RESCHEDULING POLICIES

We understand that schedules can change, but last-minute cancellations or reschedules impact our operations, other customers, and technicians who travel across multiple service areas each day. To keep things fair, our cancellation and rescheduling policies are structured as follows:

🔄 Rescheduling Policy

- You may reschedule your appointment **once** without penalty if done **at least 24 hours in advance**.
- Reschedules with **less than 24 hours' notice** will incur a **\$50 rebooking fee** due to technician routing and scheduling impacts.
- If you repeatedly request last-minute rescheduling, we may require a **non-refundable deposit** for future bookings.

✗ Cancellation Policy

- Cancellations made **at least 24 hours in advance** are free of charge.
- Cancellations made **within 24 hours** of the appointment will result in a **\$50 cancellation fee**.
- If the technician arrives onsite and cannot proceed due to issues such as:
 - Appliance not delivered
 - Installation area not ready or accessible

- No one present at the property
- Unsafe working conditions Then a **\$75 trip charge** will be applied.

No-Show or Unprepared Site

If a technician arrives and the job cannot be started due to site conditions beyond our control, the job will be marked as incomplete, and the customer will be billed a **minimum of \$75** for the technician's time and travel. A new appointment will require full payment of this fee before rebooking.

Examples of unprepared sites include:

- A dishwasher that has been buried or trapped due to recent flooring renovations where a new floor was added on top of the old one without proper leveling, leaving no clearance for removal
- An appliance that is still boxed or placed in another room requiring additional lifting or relocation without prior notice
- A ventilation hood with no ductwork prepared or incorrectly installed duct covers requiring rework
- An inaccessible workspace due to clutter, ongoing renovations, pets not secured, or poor lighting

These types of delays impact not only your service but all scheduled appointments for the day. Our technicians work on tight routing schedules and can only allot a certain amount of time per home. Please ensure your site is ready to avoid unnecessary charges.

How to Cancel or Reschedule

- Call us at **888-520-4527** during business hours
- Email info@kasprosappliancerepairs.com with your name, service address, and invoice number

We value our customers and our technicians equally. These policies help us ensure smooth operations, accountability, and fair compensation for all parties involved.

 **Email:** info@kasprosappliancerepairs.com

 **Website:** kasprosappliancerepairs.com

 **Phone:** [kasprosappliancerepairs.com](tel:888-520-4527)

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