



Servicer Qualification Requirements

ILVE USA Authorized Service Network Standards

Category	Requirement
Business Requirements	- Valid business license - Certificate of Insurance (minimum \$1M liability) - Completed W-9
Experience & Technical Capability	- Minimum 2-3 years appliance repair experience - Proficiency in diagnosing and repairing gas, electric, and induction appliances - Ability to read technical manuals and wiring diagrams
Category Specialty	Refrigeration Laundry Electric / Gas Dishwasher Cooking
Operational Standards	- Response time within 24 hours - Service scheduling within 48-72 hours
Professional Conduct	- Maintain a professional appearance and communication at all times - Represent ILVE in a respectful and accurate manner - Adhere to all ILVE service protocols and guidelines - Wear ILVE-branded attire when available or provided
Performance Compliance	- Consistent service quality and customer satisfaction - Failure to meet standards may result in removal from the ILVE servicer network - Submission of complete diagnostic repair report for service provided

Documentation Checklist

Please check you have submitted all required documentation.

Document	Provided (Servicer)	Verified (ILVE)
W-9		
Certificate of Insurance		
Service Agreement (MSA) – Signed		
Payment Remittance Form – Signed		



48 W 20th St
New York, New York 10011
<https://us.ilve.com>
646-444-8054

Service Company Application

Completed applications can be returned using the contact information above.

Please fill out the application in total. It must be signed by owner of company.

Firm Name:		
Billing Address:		Apartment, suite, etc.
City:	State:	Zip Code:
Shipping Address (if different from billing address):		
Phone:		Fax:
Tax Re-Sale #:		

CORPORATION: Owner / Title

Name:	Title:
Contact Name:	Email Address:
Type of Business:	Date Established:

Agreed Flat Rate Pricing: When payment by credit card is requested, we ask that a service invoice be provided at the time of payment. Remit service invoices using the service department contact information above.

Similar Brands Serviced:	
List of Zip Codes Serviced:	

The undersigned grants the brand references permission to release pertinent information to ILVE USA LLC regarding their status.

Signature:	Title:	Date:
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Authorized Service Onboarding Agreement

Service Requirements

- Servicer has read and agrees to ILVE's Service Program Requirements, Policies, and Procedures, as provided during onboarding or made available by ILVE. These materials may be updated periodically, with revisions communicated accordingly.
- Servicer agrees to comply with ILVE's standards for professional conduct, customer service, and brand representation.
- Servicer acknowledges that the following documentation must be submitted and kept current:
 - Completed W-9
 - Valid Certificate of Insurance (minimum \$1M liability coverage)
 - Signed Servicer Agreement (MSA)
 - Completed Payment Remittance Form
- Servicer acknowledges that incomplete or inaccurate documentation may result in delays in onboarding, service assignment, or payment processing.
- Servicer agrees that all service work must be authorized by ILVE prior to execution, unless otherwise approved.
- Servicer acknowledges that service reports and supporting documentation must be submitted for all completed jobs in accordance with ILVE requirements.
- Servicer agrees to maintain timely communication, including:
 - Initial response within 24 hours
 - Service scheduling within 48–72 hours
- Servicer understands that payment terms, claim procedures, and reimbursement policies will be governed by ILVE's service program guidelines and communicated during onboarding.
- Servicer agrees to represent ILVE in a professional and respectful manner, consistent with ILVE's brand standards.
- Servicer understands that failure to meet ILVE performance, quality, or compliance standards may result in removal from the ILVE Authorized Servicer Network.

By signing below, the Servicer certifies that they have read, understood, and agree to comply with all ILVE USA Servicer Requirements and onboarding conditions.

Servicer Company Name:		
Primary Contact Name:	Phone Number:	Email Address:

By signing you certify you have read and agree to the Service Requirements:

Servicer Signature:	Date:
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Service Claim Billing Procedure

FOR IN-WARRANTY CALLS ONLY

All completed service calls are to be billed directly back to ILVE USA LLC at the above address. All service calls **MUST** have a service authorization before ANY service is completed. Please e-mail invoices to **invoices@us.ilve.com** or use the other contact information listed above.

Please submit all completed service calls in a timely fashion. Completed calls should be submitted within 30 days of completion. Calls older than 90 days may be called into question and payment may be delayed.

You may submit bills on your own service invoice. Billing does not need to be submitted on a separate branded form unless specifically requested.

The following information **MUST** appear on each service invoice for payment.

1. **The authorization number and/or a copy of the service request form sent to you**
2. **Complete model number**
3. **Complete serial number**
4. **Name of selling dealer**
5. **Photo copy of bill of sale, in the event it is requested**
6. **Completion date of service call**

Payment should be billed at the pre-determined flat rate previously agreed upon, unless otherwise authorized. Absolutely NO bill will be paid without an authorization number.

Contact us at:

Main Line: 646-444-8054
Ext # 4621 - Mike

Toll Free: (888)-223-3922

Thank you for being an Authorized ILVE USA LLC Servicer.



Payment Remittance Form

1. COMPANY INFORMATION

Legal Business Name:	DBA / Trade Name (if applicable):	Tax ID (EIN/SSN):
Billing Address:		Remittance Email Address:
Contact Name:		Phone Number:

2. PAYMENT METHOD (SELECT ONE)

ACH (direct deposit)

Check

Credit Card

3. PAYMENT TERMS

Payment is due within 30 days of invoice receipt.

4. BANKING INFORMATION (ACH ONLY)

Bank Name:	Account Holder Name:
Routing Number:	Account Number:
Account Type: Checking Savings	

5. CREDIT CARD INFORMATION (IF APPLICABLE)

Cardholder Name:	Card Type: Visa MasterCard Amex Discover		
Card Number:	Expiration Date (MM/YY):	CVV:	Billing Zip Code:

PAYMENT TERMS ACKNOWLEDGEMENT

Payments are issued on Net 30 terms from the date a complete and approved invoice is received. A complete invoice must include all required documentation and a valid service authorization number. Incomplete or incorrect submissions may delay payment.

AUTHORIZATION

By signing below, the servicer certifies that all information provided is accurate and authorizes ILVE USA LLC to process payments according to the selected payment method and agreed terms.

CERTIFICATE & SIGNATURE

Authorized Representative Name:	
Signature:	Date:

Master Service Agreement

ILVE USA LLC - Authorized Servicer Agreement

This Master Service Agreement ("**Agreement**") is entered into as of _____ ("**Effective Date**"), by and between **ILVE USA LLC**, a New York limited liability company ("**ILVE**"), and _____, a _____ Company ("**Servicer**").

ILVE and Servicer may be referred to individually as a "**Party**" and collectively as the "**Parties**."

1. SCOPE OF SERVICES

1.1 Appointment

ILVE appoints Servicer, on a non-exclusive basis unless otherwise stated in writing, to perform diagnostic, repair, and maintenance services on ILVE products.

1.2 Authorization Requirement

All services must be pre-authorized by ILVE via a Service Authorization (SAL). Unauthorized work shall not be compensable under any circumstance.

2. SERVICER QUALIFICATIONS

Servicer represents and warrants that it shall, at all times:

- a. Maintain a valid business license in good standing
- b. Maintain general liability insurance of not less than \$1,000,000 per occurrence
- c. Provide a completed W-9
- d. Possess a minimum of 2–3 years of appliance repair experience
- e. Maintain technical capability for gas, electric, and induction appliances

3. SERVICE LEVEL REQUIREMENTS AGREEMENT

Servicer shall comply with the following mandatory service levels:

- a. Initial Response: within 24 hours
- b. Scheduling: within 48–72 hours
- c. Documentation Submission: within 24 hours of service completion
- d. Service Completion: within a commercially reasonable timeframe

4. SLA PENALTIES

Failure to meet SLA requirements may result in the following deductions:

- a. Missed response time
- b. Missed scheduling window
- c. Late or incomplete documentation
- d. Repeated violations (3+ within 30 days): suspension of assignments

ILVE reserves the right to offset penalties against any amount owed.

5. SERVICE AUTHORIZATION & REPORTING

Service shall:

- a. Perform only ILVE-authorized services
- b. Submit complete service reports for each job
- c. Include diagnostic findings, work performed, and parts used

Failure to comply shall result in non-payment.

6. MANDATORY PHOTO AND VIDEO DOCUMENTATION (CONDITION TO PAYMENT)

6.1 Documentation Requirement

Servicer shall provide clear photo and/or video evidence for each service call, including but not limited to:

- a. Pre-service condition of the appliance
- b. Model and serial number verification
- c. Identified issue or failure point
- d. In-progress repair (if applicable)
- e. Final completed repair and operational confirmation

6.2 Submission Standard

All media must:

- a. Be time-stamped (where applicable)
- b. Clearly correspond to the service job and unit serviced
- c. Submit diagnostic report for service repairs through Odoo service ticket and must include a complete list of all spare parts installed

6.3 Condition Precedent to Payment

Submission of complete and acceptable photo/video documentation is a strict condition precedent to payment.

Failure to provide adequate documentation shall result in a delay of payment processing.

6.4 Audit Rights

ILVE reserves the right to:

- a. Request additional documentation
- b. Audit submitted media for accuracy and authenticity
- c. Reject submissions deemed insufficient, unclear, or non-compliant

7. COMPENSATION & PAYMENT TERMS

7.1 Compensation Model

Servicer shall be compensated in accordance with ILVE's Rate Sheet (flat-rate labor)

7.2 Payment Terms

Payment shall be issued within thirty (30) days following:

- a. Completion of services;
- b. Submission of complete documentation, including required photo/video evidence;
- c. Approval by ILVE.

8. CHARGEBACKS AND NON-PAYABLE WORK

8.1 Chargebacks for Failed Repairs

ILVE reserves the right to issue full or partial chargebacks where:

- a. A repeat service is required for the same issue within 90 days
- b. The initial repair was improperly diagnosed or executed
- c. ILVE technical protocols were not followed
- d. Verified customer complaints indicate service failure

Chargebacks may include:

- a. Full recovery of prior payment

8.2 Non-Payable Conditions

No payment shall be issued for:

- a. Unauthorized work
- b. Incomplete documentation
- c. Missing or insufficient photo/video evidence
- d. Repeat service resulting from Servicer error

8.3 90-Day Workmanship Guarantee

Servicer warrants that all repairs, labor, and services performed shall be free from defects in workmanship for a period of ninety (90) days from the date of service completion ("Warranty Period").

In the event that the same issue, or a directly related failure attributable to the original diagnosis, repair, or workmanship, reoccurs within the Warranty Period, Servicer shall, at its sole cost and expense, promptly return to the service location to re-diagnose and complete all necessary corrective work.

No additional service call fees, labor charges, trip charges, or administrative fees shall be billed to ILVE or the customer for such return visit(s) within the Warranty Period.

Servicer shall bear full responsibility for the quality and completeness of its work, including any required follow-up service resulting from improper diagnosis, incomplete repair, or workmanship deficiencies.

This warranty shall not apply to:

- a. New and unrelated issues not connected to the original service
- b. Failures caused by misuse, abuse, or external factors outside of Servicer's control
- c. Parts failures where such parts were not supplied or installed by Servicer

ILVE reserves the right to determine, in its reasonable discretion, whether a repeat service issue falls within the scope of this workmanship guarantee.

Failure to comply with this provision may result in chargebacks, non-payment of the original service claim, and/or removal from the authorized servicer network.

9. PROFESSIONAL CONDUCT

Servicer shall:

- a. Maintain professional conduct and appearance
- b. Represent ILVE in a respectful and accurate manner
- c. Adhere to all ILVE service protocols and standards

10. INSURANCE AND INDEMNIFICATION

10.1 Insurance

Servicer shall maintain required insurance coverage and provide proof upon request.

10.2 Indemnification

Servicer shall defend, indemnify, and hold harmless ILVE and its affiliates from any claims, damages, liabilities, or expenses arising out of:

- a. Servicer's work or failure to perform
- b. Negligence or misconduct
- c. Property damage or personal injury
- d. Breach of this Agreement

10.3 Full Responsibility Clause

Servicer assumes full responsibility for all work performed and any resulting damages. ILVE shall have no liability for Servicer's actions or omissions.

11. PERFORMANCE MONITORING

ILVE reserves the right to:

- a. Audit service records and media submissions
- b. Monitor customer satisfaction
- c. Require corrective action
- d. Suspend or terminate Servicer participation at any time

12. INDEPENDENT CONTRACTOR STATUS

Servicer is an independent contractor and is solely responsible for all taxes, labor compliance, and personnel.

13. TERM AND TERMINATION

ILVE may terminate this Agreement immediately for:

- a. SLA violations
- b. Performance failure
- a. Brand risk or misconduct

14. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the laws of the State of New York, without regard to its conflict of laws principles. Any legal action or proceeding arising out of or relating to this Agreement shall be brought exclusively in the state or federal courts located in Kings County, New York, and the parties hereby irrevocably submit to the jurisdiction and venue of such courts.

15. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the Parties.

16. SIGNATURES

ILVE USA LLC	(Servicer Legal Name)
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:



Rate Sheet & Compensation Structure

ILVE USA LLC Authorized Servicer

This Rate Sheet is governed by and incorporated into the ILVE Master Service Agreement (MSA). In the event of any conflict, the MSA shall control.

1. Compensation Model (Flat-Rate Only)

Servicer compensation is strictly based on pre-approved, flat-rate pricing per service call, as determined and issued by ILVE. All services performed must be associated with a valid ILVE service authorization, and no work shall be compensable without such authorization. Servicer is not permitted to deviate from approved pricing under any circumstances unless prior written approval is obtained from ILVE.

2. Standard Fee Structure

Servicer compensation is based on the following pre-approved flat-rate service categories. All rates must be authorized by ILVE prior to service and are applied on a per-job basis.

Service Type	Flat Rate	Description
Standard Diagnostic / Service Call	\$250	Includes initial diagnostic evaluation, troubleshooting, and labor required to complete the authorized repair, as approved by ILVE. Includes standard travel within the approved service radius. Excludes parts, additional labor outside the approved scope, and any unauthorized services.
Emergency / Expedited Service	\$350	Applies to service calls requiring expedited response outside standard scheduling timelines. Must be pre-approved by ILVE prior to dispatch. Includes all services outlined in the Standard Diagnostic / Service Call.
2-Person Repair	\$400	Applies to service calls requiring two technicians due to equipment size, complexity, or safety requirements (e.g., large format ranges or ovens). Includes standard diagnostic and repair labor. Additional personnel must be pre-approved by ILVE.
Mileage (Over 50 Miles Only)	\$0.725 per mile	Applies only to travel exceeding a 50-mile radius from the servicer's registered service location. Mileage reimbursement is calculated based on the standard IRS rate and applies only to miles beyond the initial 50-mile service radius. Must be documented and approved by ILVE.

3. What's Included in Each Service Call

All approved flat-rate service fees are deemed to include the full scope of work necessary to complete the authorized repair. This includes diagnostic evaluation, troubleshooting, and all labor required to complete the approved service, as well as travel within the servicer's approved service area.

No additional charges shall be permitted beyond the approved flat-rate fee. This includes, but is not limited to, trip charges, fuel surcharges, administrative fees, or additional labor charges resulting from extended service time or unforeseen complexity.

4. Parts Reimbursement

Reimbursement for parts is strictly limited to those that have been pre-approved by ILVE prior to installation. Servicer must provide a valid invoice and proof of installation for all parts submitted for reimbursement. All parts must correspond to the model and serial number associated with the authorized service call.

Any parts installed without prior approval from ILVE shall be deemed non-reimbursable.



5. 90-Day Workmanship Guarantee (Non-Billable Returns)

Servicer shall provide a ninety (90) day workmanship guarantee on all completed services. In the event that the same issue, or a directly related issue attributable to the original repair, reoccurs within this period, Servicer shall return to the service location and complete all necessary corrective work at no additional cost.

Servicer shall be solely responsible for all labor, travel, and follow-up service associated with such return visits. No additional service call fees, labor charges, or administrative fees shall be billed to ILVE or the customer during this period.

6. Documentation Requirements (Condition of Payment)

Payment is contingent upon the submission of complete and compliant service documentation. A complete submission must include a detailed service report outlining the full diagnosis, confirmation of the model and serial number, and clear before-and-after photographic documentation. Video documentation must also be provided where required by ILVE.

Failure to submit complete and accurate documentation may result in a payment hold, delay, or denial, as enforced in accordance with the MSA.

7. Payment Terms

Payment shall be issued on Net 30 terms, calculated from the date ILVE receives a complete and approved service submission. A submission is considered complete only when all required documentation has been provided and the service has been reviewed and approved by ILVE.

Late, incomplete, or non-compliant submissions may result in delayed payment or non-payment.

8. Chargebacks and Non-Payable Work

ILVE reserves the right to issue full or partial chargebacks, as well as to withhold or offset payment, in situations where service work does not meet ILVE standards. This includes, but is not limited to, repeat repairs, misdiagnosis, failure to comply with service level requirements, unauthorized work, or incomplete documentation.

All chargebacks and non-payable conditions shall be governed by the terms outlined in the MSA.

9. SLA Impact on Compensation

Servicer acknowledges that compliance with ILVE's service level requirements is a condition of continued participation in the service network. Failure to meet these requirements may result in financial penalties, payment deductions, or suspension of service assignments, as determined by ILVE and enforced under the MSA.

10. No Additional Fees Policy

ILVE operates under a strict flat-rate compensation model and does not permit any additional or supplemental billing outside of approved rates. This includes, but is not limited to, hourly billing, open-ended labor charges, or miscellaneous and unapproved fees.

All compensation must be pre-approved, fixed, and fully supported by proper documentation. Any attempt to bill outside of these parameters shall result in non-payment.