

Sickamps.com

Musical electronics repair



Terms and conditions: Equipment Repair

1, All repairs are subjected to the discretion of the repairer and are warranted against original malfunction for a period of 2 calendar months with the exception of the following conditions:

Equipment not used to manufacturers specification and limits, Deliberate abuse, Water damage, General wear and tear. Apparent fault causing same problem, but different internal fault.

Items excluded from warranty include, cable connections including sockets and plugs, loudspeakers, knobs and controls. Where an item has been brought for repair but no fault found it shall be *excluded from any warranty offered*.

Repairs returned under warranty must be returned in **exact condition they were originally repaired in including repair stickers**. All warranty repairs carry 100% labour rate covered and 0% materials.

Valve amplifiers re-valved under warrant repair are subject to 100% labour coverage, and 0% material coverage due to delicate nature of valves.

2, **All equipment remains sole property of original owner** while in for repair. We cannot accept liability for loss, damage, stolen, fire damage, or total destruction. It is up to the customer to ensure sufficient insurance cover is provided while away from their insured premises.

3, All payment is to be 100% settled before equipment is released to customer, except where the customer has a trusted account with CB Sound Video Light Ltd.

4, **We accept no liability for any form of damage, scratches, subsequent repairs, dents, scrapes, missing parts if the repair item is not in a hard protective case such as a rack case or flight case.**

4, All items issued with a 'Equipment Repair Note' NCR triplicate form are instantly subjected to a £25 handling fee, this includes repairs not carried out, either as a request from the customer or if we deem the item is uneconomical to repair.

5, Where a faulted item is discovered we will always try and replace any item with a manufactures original part, however we will often use compatible parts to the same specification without notice.

6, **Where labour and materials for a repair fall under £70 to the customer, we will automatically go ahead with the repair**, it is up to the customer to specify alternative conditions on the 'Equipment Repair Note' NCR triplicate. Items found to be costing over £70 for repair will be confirmed with the customer prior to repair. We will wait for a period of 1 week for contact before returning the item un-repaired with a handling fee.

7, where an item is repaired and payment not being settled within a period of 2 calendar months or repaired item is not collected within 2 calendar months we will recover repair costs by means of selling the repair equipment if a reasonable deal cannot be met.

8, 'we', 'repairer' are a trading title of CB Sound Video Light Ltd. 'you' 'customer' is the persons or company associated with handling the equipment which is due for repair by the repairer.

9, Payment terms include, cash, cheque(with guarantee card), BACS, all major credit and debit cards on a nett 15 day settlement basis, we reserve the right to charge a handling fee of 15% original invoice value per every 15 days nett after the settlement period unpaid.

10, **All prices are excluding VAT.**

11, where an item has been repaired it is up to the you to satisfy yourself that it is fit for use and correctly operated and is in safe working order.

12, **We accept no liability for financial, hire in costs or material loss as a result of any repair carried out, all goods leave workshop in working order.**

I accept the above repair conditions.

Sign: _____

PRINT: _____

DATE _____ / _____ /20____