

# Technics service

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## Servicing Terms & Conditions

*Updated May 2016*

### 1. Definitions :-

a) An agreement to carry out servicing & repairs is made between Richard Talmage (hereby known as the 'Service Engineer) who is an individual (in legal terms, a lawful entity and not a company). The customer/client means the person/organisation who authorises Richard Talmage to carry out the works.

b) An instruction to carry out work, whether written or verbal, shall be taken as acceptance of these terms and conditions. 'Equipment' shall mean turntables and other audio equipment sent to the Service Engineer for servicing and repairs.

c) 'Servicing & Calibration' particularly with Technics SL series turntables means replacing the pitch, pitch felts and audio leads as standard. 'Calibration' means the pitch centre zero point shall be calibrated to 0%, 262.08kHz as defined in the Technics service manual. Where the design of replacement pitches have changed over time, the customer accepts that the pitch dots (+3.3%, +6%, -3.3%) may not line up exactly due to the design change from the manufacturer where original parts are no longer available.

### 2. Procedure :-

a) Following the initial enquiry, the customer shall make arrangements to have the equipment delivered to the Service Engineer at 13 Sydney Street, Weymouth, Dorset DT4 0NF, United Kingdom. This can be via courier or in person.

b) It is the customers responsibility to arrange this and the customer is liable for any damage which may incur during transit. No responsibility can be accepted by the Service Engineer once the equipment is outside of the premises stated above. It is also the customers responsibility to have the equipment collected after the work has been completed by the service engineer, again this can be in person by the customer or for the customer to arrange courier collection.

c) When equipment is sent via courier, the customer shall provide the suitable packaging for the equipment. This will be the same packaging used when the equipment is sent back to the customer. No responsibility lies with the Service Engineer regarding the packaging used.

### 3. Definition and basis of pricing :-

a) **An estimate** is an approximate price, calculated with reasonable care from available information, which may be given as a range or percentage variation. It constitutes an offer to do the work within the price range. This will be used where an exact price is not required or is impossible to give due to lack of information.

b) **A quotation** is an offer to do the work specified at the price quoted.

### 4. Warranty :-

a) Where turntables are brought in for a service, they are covered by a limited 12 month warranty from invoice date. This is limited to parts supplied (excluding custom parts) and labour.

b) Warranty does not include damage to items through misuse, and it is the customers responsibility to arrange for the turntables to be brought to the Service Engineers premises for any warranty work to be undertaken. if there is evidence of misuse or tampering with the original work carried out (including opening up covers) then the warranty shall be null and void.

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## Servicing Terms & Conditions (Continued)

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### **5. Conditions & Payment :-**

- a) The price is based on the work requested by the customer, plus any additional work that may need doing following the initial inspection of the equipment. This will be agreed with the customer.
- b) i: Where equipment is sent by courier, an invoice will be sent to the customer which will be due for payment upon receipt by bank transfer. The equipment will then be booked into the workshop at the same time with an approximate date of completion given.
- ii: Where equipment is to be collected in person the customer has the option of paying by cash on collection. All electronic payments will need to be paid in advance.
- iii: Where no payment has been made for 30 days after completion of works, the Service Engineer reserves the right to sell the equipment to recoup costs and interest.

### **6. Modifications :-**

- a) Where a request is made to carry out any aftermarket/custom modifications to the equipment (which deviates from the original manufacturers exact specifications) the customer takes full responsibility for this work. No responsibility can be accepted by the Service Engineer for any of this work carried out, e.g. the colour/brightness of the light emitting diodes (LED's) used, or thickness of cables, connector types, pitch modifications (removing click) etc.
- b) The customer agrees to pay the full price (parts & labour, as a separate job) to have any modifications reverted if they decide they do not want the modification or are not happy with the modification and wish to have it changed back to original. The customer is also responsible for transporting the equipment as detailed in section 2.
- c) Where non reversible modifications are carried out, the customer agrees they cannot have this altered back in any way.

### **7. Disputes :-**

- a) Where there is a dispute with the quality of workmanship in any way (excluding modifications in Section 5 above), the customer agrees that they are responsible for sending the equipment back to have this looked at by the Service Engineer. If equipment is not sent then no responsibility can be accepted by the Service Engineer. The customer agrees that they are responsible for any legal costs incurred by the Service Engineer
- b) If the dispute arises from courier damage then the customer agrees that they take full responsibility for this (however they can claim costs from the courier). The Service Engineer takes no responsibility for faults due to courier damage but will be able to provide a damage report upon inspection which can be filed against the courier.