Technics service

Richard Talmage, LCGI EngTech TMIET - Qualified service engineer. 13 Sydney St, Weymouth, Dorset DT4 0NF, UK.

www.technics-service.co.uk - info@technics-service.co.uk - 01305 566781

Servicing Terms & Conditions

Updated October 2026

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 sent to the Service Engineer for servicing and repairs.

c) 'Servicing & Calibration' includes replacing the pitch, 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 dot calibration (+3.3%, +6%, -3.3%) can deviate by upto 20% due to design changes especially where the characteristics of the AN6682 VCO underwent various alterations over time.

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) Where turntables are sent by courier, the customer shall be liable for arranging courier to and from the Service Engineer (both before and after servicing). The customer shall be liable for any damage in transit which is the responsibility of the courier. No responsibility can be accepted by the Service Engineer once the equipment is outside of the premises stated above. The customer shall provide the suitable packaging for the equipment as outlined in the Courier Guide. 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.

c) Once the turntables have been received by courier and checked, the customer shall be notified by email (usually within 24 hours of receiving the turntables) of any additional work which needs doing with costs. The customer must respond within 24 hours confirming acceptance of any additional work which needs to be carried out. An invoice shall then be sent to the customer for payment up front.

d) Once the invoice has been sent, the turntables shall be booked in to the workshop for completion within three working days. Working days are deemed to be Mondays to Wednesdays, excluding bank holidays.

e) The customer shall then be notified upon completion of the works, and shall then be advised to book the courier collection subject to payment being made. Collection must be within 7 days of completion of works.

f) Turntables cannot be collected until payment has been made in full. If turntables have not been collected after 7 days of notification of the works being completed, then they shall be subject to a storage fee of £30 per turntable per day until collection.

g) If more than 30 days have passed since completion of the works, and the turntables have still not been collected, then it is hereby agreed that the customer completely foregoes ownership of the turntables, to which they can then be disposed of or sold by the service engineer to recover costs.

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3. Limited Guarantee :-

a) Serviced turntables are covered by a limited 3 month guarantee from invoice date. This is limited to parts supplied (excluding custom/aftermarket parts) and labour.

b) The guarantee 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 guarantee work to be undertaken. if there is evidence of misuse or tampering with the original work carried out (including opening up covers) then the guarantee shall be null and void.

c) Turntables which have been heavily modified (including spray painted, powder coated, and any aftermarket parts fitted), shall be excluded from any guarantee. The customer agrees to inform the service engineer of any modifications which have been made prior to servicing. The service engineer reserves the right to refuse to accept turntables which have been heavily modified.

4. Payment :-

a) Turntables which are delivered and collected in person, payment can be by bank transfer or cash.

b) Turntables which have been sent by courier, payment is to be by bank transfer only. Card or paypal payments are not accepted.

c) Turntables cannot be released until payment has been made in full.

5. 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. It is agreed that aftermarket modifications are not covered by any guarantee. Therefore 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.

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6. Disputes :-

a) If the customer is not satisfied in any way with the work carried out by the Service Engineer, the customer agrees to get in touch with the Service Engineer by email within 7 days of receiving the turntables outlining any issues they may have. The email address is info@technics-service.co.uk.

b) 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 full costs of 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

c) 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.