



Repair Warranty policy

General Warranty:

All our repairs are warranted for 6 months from the date of invoice (not a pro-forma), not from the date you collect or receive the unit back from us. The warranty includes the parts replaced and all associated labour and return shipping, UK only.

All shipping outside the UK is at the customers cost.

Warranty extensions:

We cannot accept warranty extensions due to you failing to check the unit on its return. We stress you must check the unit as soon as possible once you have received it back.

What's not Included:

Parts not included in the original repair

Shipping back to our workshop

Any fault you did not tell about during the first repair. Some of the equipment we repair is very complicated and has many different modes of use, where as we make every possible effort to check the full functionality before any repair leaves our workshop, some functions can not be tested fully in a workshop environment so unless you tell us about it we may not know to test it.

Transit damage:

First off, if you suspect your repair has been damaged during transit to you must

*****CHECK IT BEFORE YOU SIGN FOR IT*****

It's much easier and quicker to claim compensation if it's been noted on the delivery sheet. However we understand this is not always possible but you must inform us within 24 hours of any transit damage, outside of 24 hours and it's too late.

However do still let us know as we will do our best to rectify any problem, but we can not guarantee it will be free of charge.

Stored Data & Information

It is your responsibility to make sure you have a back up copy of any data stored on the equipment brought to us for repair. We will make every effort to save any data and restore it after the repair however we will not be liable for any lose or 'corruption to data or information stored on equipment whilst in our care. We will not be liable for any subsequent loss of profit, income, revenue, anticipated savings, contracts, business, goodwill or reputation.

Vintage equipment:

Any piece of equipment dating back more than 7 years after the last date of manufacture where this can be proved or at our discretion will be termed as vintage and as such will be subject to the following clauses.

The warranty period will be 90 day from the invoice date, unless stated otherwise.

Secondary problems which become apparent during this period whether they previously existed or not will not be covered under this warranty.

If an effective repair is either not possible or determined to be uneconomic either by us or you, the customer, no refund will be given for the original repair.