



TERMS AND CONDITIONS FOR REPAIR

Using Downs Sounds repair services means The Customer's acceptance of these Terms and Conditions.

EQUIPMENT DROP OFF / PICK UP / SEND IN

All items must be brought to our location, unless otherwise agreed.

We occasionally offer pick up service within a reasonable distance at extra cost set by Downs Sounds.

All items sent in for service should be packed well and have a Customer contact details and a fault description enclosed with the item. Shipping charges both ways are to be paid by the customer. Any items sent without earlier agreement will not be accepted and returned to a Customer.

The Customer is entirely responsible for the correct packaging of the Goods and Downs Sounds under no circumstances is not responsible for loss or damage to the Goods due to insufficient or improper packaging.

QUOTATIONS / ESTIMATES

We offer a repair service based on parts and labour. An estimate will be provided free of charge.

Quotations/estimates are issued subject to the price and availability of the necessary components required at the time of acceptance.

A verbal estimate of the likely charges will be offered as soon as diagnostic work has been carried out, on the understanding that this may be subject to change as work progresses. This is because sometimes other faults can only become apparent after other problems are resolved. Customers will be kept informed of any changes during the course of work. Work will be suspended pending the receipt of further instructions.

If the revised estimate has been refused or additional parts are no longer available, the Customer is liable for the full payment of the work that has been done.

Where an estimate has been provided and there has been no reply within one calendar month we will assume the estimate is refused.



DIAGNOSTICS

Equipment undergoes a series of tests on the bench, during which the aim is to identify the cause(s) of faults. Sometimes faults can actually be resolved at this stage. In order to perform diagnostics however, essential new parts may need to be fitted, the costs of which will need to be additionally charged for.

At the end of the diagnostics stage, the customer will be advised of likely charges. If it is decided not to continue with the repair, then we will try our best to return the equipment to a similar state than when received. This, however, cannot always be guaranteed, since components which may be partially functioning to start with, may no longer be at the end of testing.

REPAIR / INTERMITTENT DEFECTS

Downs Sounds agrees to use all reasonable endeavours to service or repair the Product and/or to remedy any faults on it as reported by the Customer.

Downs Sounds will make every effort to keep a comprehensive stock of commonly used parts. With the increasing complexity of products and a vast overall range of spares, we are unable to stock all spares.

Spares that are not commonly used will therefore be drawn from other suppliers and Downs Sounds will use its best endeavours to ensure a swift delivery. We may request an advanced payment with orders for such spares.

Any repair is subject to availability of the necessary parts.

Intermittent defects can be very difficult to resolve, if at all. Work will only be accepted on the understanding that there is no guarantee of a successful outcome or if the fault re-occurs, then work will only continue at the customer's request and further expense.

COMPLETION TIMES

Our aim is to repair, properly test and return equipment as quickly as possible.

When equipment is initially received for repair, and at subsequent stages, we will give an approximate indication of the time required to carry out work, but this will be subject to change as work progresses. This could be extended due to many factors outside our control, such as other problems becoming apparent, delays acquiring spare parts, etc.

If within this period the Customer decides to cancel the repair, the Customer is liable to pay the full estimate amount.

Units 3-4 New Southgate Industrial Estate, Lower Park Road, London N11 1QD 020 8211 3656



We will always try to meet urgent needs of customers, but strict deadlines for completion of work cannot be agreed to.

Customers should therefore make contingency plans in the event of delays, though we will endeavour to help in any way we can.

CHARGES

The Customer will be charged for replacement parts, labour and delivery (if applicable) at the standard rates set by Downs Sounds.

Downs Sounds reserves the right to request a deposit against any repair which in its opinion is likely to exceed a significant proportion of the depreciated value of the Product.

The charges for all services provided do not include carriage/delivery charges.

Prices are subject to alteration by Downs Sounds at any time without prior notice.

PAYMENT

All due payments, unless otherwise agreed, must be paid on or before the item collection by the Customer or delivery by Downs Sounds or a courier company. Items cannot be released until full payment has been received. Only cash payments can be accepted.

COLLECTION, DELIVERY, UNCOLLECTED ITEMS

When the Product is ready for collection or delivery Downs Sounds contacts the Customer by phone, sms or email specified by the Customer. The Customer and Downs Sounds agree reasonable times during opening hours when the Product will be collected from the Downs Sounds premises.

We occasionally offer delivery service within a reasonable distance at extra cost set by Downs Sounds.

Due to an obvious limit on the physical space available on our premises, unless otherwise agreed, any items not paid for and collected within six calendar months will then be liable to be disposed of i.e. sold or dismantled and destroyed.



Where the Customer was informed that the Product is beyond economical repair or where the estimate has been refused, the Customer and Downs Sounds shall agree reasonable times during normal working hours when the Product will be collected from our premises. If the Product is not collected within six calendar months, the title to the Product shall pass to Downs Sounds, who shall be free to dispose of the Product. The Customer will be liable for any charges for such a disposal.

The Customer must inform Downs Sounds if any customer's contact details change to avoid the item being uncollected.

WARRANTY

Downs Sounds warrants that any repair made hereunder shall be free of defect in material and workmanship for the period of six calendar months after delivery or collection of the Product to the Customer.

This warranty does not cover any other faults not previously reported by the Customer or any new faults developed during the warranty period.

This warranty excludes wear and tear (such as crackly pots or jacks), physical damage, any damage due to incorrect use or misuse and any damage due to unauthorised repair or attempt to repair.

Any new components (except valves) sourced and fitted by Downs Sounds will be guaranteed as per the manufacturer's guarantee. In general, we tend not fit components as supplied by customers, except when agreed.

Valves are not subject to warranty.

LOSS / DAMAGE / LIABILITY

All items will be treated with care and consideration. In any instances of loss/damage, liability will only be limited to the value of the specific items.