



CUSTOMER REPAIRS

- Unlike some companies there is no charge for us to look at your machine.
- **HOWEVER** - There will be a maximum of 1 hour spent trying to diagnose the problem. If more time is required, we will contact the customer. Upon the customer's approval, a charge of £30.00 per extra hour will be charged to continue the diagnosis.
- Once diagnosed, a quote will be raised and passed to the customer. Once the quote has been accepted payment will be required before any parts are ordered and repairs started.
- If the quote is **refused** and the repairs are not to be done, the machine will be given back to the customer in the final state. **THIS MAY BE IN PARTS.**
- Any item that is left with us will be recorded and the customer will be presented with a red repair slip. Upon collection of the item the red slip from the **must** be shown. If the customer cannot show the red slip, some form of identification will be required to return the machine.
- If any items are left for over a period of 6 months, they will be disposed of. Thorncliffe Building Supplies Ltd will do their utmost to contact the customer within this period to return the item.
- Repair times are an estimate. Delays can happen for reasons beyond our control e.g. waiting for parts from suppliers.

Regards,

Thorncliffe Building Supplies Ltd