

Terms and Conditions for Repair/Restoration Work carried out by Matt's Keyboard Repair (MKR)

WARRANTY

- A 12-week Warranty is offered on all repair work. The Warranty commences from the date of collection by the Customer. The Warranty is non-transferable, extends only to the work carried out as described on the Invoice, and does not include costs for packing and shipping either to or from the Customer.
- In the event of equipment damage or failure found to be due to work carried out by MKR, MKR will be liable solely for rectification of original damage or failure and not for any consequential loss.

ESTIMATES

- Following receipt of equipment from the Customer, MKR will provide a written Estimate detailing an assessment of any necessary work and/or replacement parts judged by MKR to be necessary in bringing the equipment up to a condition agreed between the Customer and MKR. This Estimate will be provided without charge, and without any obligation on the Customer to accept it. Should the Customer decline to take up the services proposed in the Estimate the equipment must be collected from MKR within 14 days from the date of declining. A storage charge of £10 (UKP) per day will apply to equipment remaining uncollected after 14 days in such circumstances.
- Any prices and timescales quoted as part of an MKR Estimate are estimates only. The nature of the work involved makes the final price and timescale unknowable at the time of the initial estimate, although MKR will make best endeavours to provide a reasonable estimate. The Estimate does not constitute an Invoice. The Estimate is non-contractual and the final Invoice price may differ from that shown on the Estimate.
- For work requiring significant initial outlay on parts, be it expensive parts or large quantities of parts or similar, MKR may at its sole discretion require a deposit, forming a proportion of the estimated cost, to be paid up front by the customer in advance of work commencing.
- MKR assumes no obligation to perform work of any kind on the equipment supplied by the Customer until such time as the Customer provides written agreement of the work proposed by MKR within the Estimate. Such written agreement shall also indicate acceptance, in full, of these Terms and Conditions.
- MKR reserves the right to refuse to offer services to Customers, or on equipment, without prejudice.

SOCIAL MEDIA

- The Customer gives consent for MKR to use images or descriptions of the Customer's equipment submitted for attention by MKR for the purposes of promotion and/or illustration on MKR's website and/or social media accounts. MKR will take all necessary care to ensure that at no time is the Customer's identity revealed as a result of the use of such images or descriptions, and will ensure that any necessary anonymisation steps are carried out on such images or descriptions before being made available on the MKR website or its social media accounts. The Customer may, at their discretion, withdraw their consent for such actions by stating this withdrawal of consent in writing to MKR. In such instance MKR will remove from public view any such images or descriptions as are already visible, and will ensure that no new or subsequent images or descriptions of the Customer's equipment are made publicly visible.

COMMUNICATION

- Once work is underway, MKR will provide regular updates to the Customer in regard to their equipment in the form of email messages or phone calls. If further costs are found to be necessary in order to complete the work then this will be indicated clearly in the updates.
- Once the work is complete, MKR will provide notice of completion and will issue an Invoice for the work.

RESPONSIBILITY & INSURANCE

- All Customer equipment left at MKR premises remains at the Customer's risk at all times. The Customer accepts full responsibility for equipment left at MKR premises. MKR offers no insurance cover for Customer equipment. All work is undertaken on the basis that the Customer has adequate insurance in place against theft and damage.
- No responsibility will be accepted for theft or damage incurred during transit to, or from, MKR premises.

PAYMENTS

- Invoices are payable within 30 days from the date on the Invoice.
- Equipment will not be released to the Customer until all Invoices relating to services, work or storage are paid in full.
- Preferred payment for Invoices is by bank transfer to MKR. Full bank details will be provided on the Invoice.
- If, after settling any Invoices due, the equipment remains uncollected from MKR premises for more than 14 days then a storage charge of £10 (UKP) per day will be levied from the 15th day following settlement. This charge will be levied daily up to a maximum of 26 weeks (six months), reaching a limit of £1,820 (UKP). If the equipment remains uncollected by this point, MKR reserves the right to sell the equipment to recover its storage costs. Any balance remaining from the sale after storage costs are covered will be refunded to the Customer. MKR will provide notice in writing of this intention on the 15th day following settlement if the equipment remains uncollected. Any such sale will take effect once the six month period has elapsed.
- If payment is not made within 30 days of the date on the Invoice then interest will be invoiced for in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts (Scotland) Regulations 2013. The annual statutory interest rate in this circumstance is 8% plus the current Bank of England base rate.