

Terms and Conditions of Repair

These Terms and Conditions dated **1st July 2016** supersede all previous Terms and Conditions of repair. Please note that all prices quoted are subject to VAT.

Definitions:

"The Company" PSC Ltd, The Flash Centre or TFC.

"The Customer": The person or company for whom repairs are undertaken.

"The Goods/Equipment": The Goods/Equipment presented for repair or estimate, and subject to the standard terms and conditions of the disposal of the uncollected goods act 1962. We will ensure that the quality of our workmanship and any components used, conform to the highest standard, and this work will be guaranteed for a period of 6 months from the date of repair, extended to 12 months on items under 5 years old at the point of repair, or if within the term of the new warranty, to the end of that period.

Our Repair Guarantee Covers:

- Fair wear and tear
- Failure of previously repaired/replaced components under normal operating conditions.
- This guarantee is limited to the re-repair of the equipment concerned.

The Guarantee shall not extend to:

- Improper use, damage or defects caused by incorrect storage, dropping or impact damage, excessive shock, liquid damage or damage by foreign substances.
- Any modifications carried out by a non-authorized person.
- Damage caused by the use of incompatible components such as incorrect modelling lamps, fuses etc.
- Damage caused by incorrect mains Voltage applied to the mains input.
- Breakage or failure of any part due to inadequate packing of the goods when returned for repair.
- Any failure unrelated to the previous repair.
- Consumable items such as Flashtubes, Capacitors, Fuses and Modelling Lamps.
- Repairs made without charge whether guarantee is stated or not.

It is the responsibility of the customer to see that Goods are tested upon receipt. Any damage or cause for dissatisfaction must be reported to the company (TFC) within 48 hours of the receipt of goods. Non-use of the equipment does not extend the period of the guarantee.

The Company's Liability:

The company shall not be responsible in respect of any consequential loss or damage whatsoever claimed by reason of repairs carried out, nor to any damage, injury or loss arising from the use of the Goods. No claims whatsoever will be entertained for loss or damage to photographic materials or Flashtubes, Lamps or Batteries.

Fast Track Pro Service:

Should a repair be required urgently, our 'Pro-service' should (subject to spare parts availability) ensure that this repair is completed within 24 hours of receipt. The additional cost of the Pro-service will normally be £20.00 + vat per item. The additional cost and availability of the Pro-service is subject to variation according to workload.

Estimates:

Estimates are valid for 30 days from the date of the estimate, failure to respond to the estimate within 30 days will be interpreted by the company to mean that the estimate has been refused/declined. An estimate is included (as required) within the minimum 'Basic service' charge (£40 +VAT per item). If the required repair is more extensive than the pre-paid 'Basic Service' we will prepare an estimate for you based on the banded fixed priced repair list. The £40 +VAT already paid will be deducted from the price of this. In the rare instance that equipment is deemed 'beyond economical repair' or an estimate is refused, you may choose to leave your unit with us for recycling and we will then refund your £40+ VAT 'Basic Service' charge in the form of a TFC shop credit to set against the cost of replacement equipment:

OR

You may choose to have your unit returned without any refund of the 'Basic Service' charge.

Where an estimate is given, a signed acceptance may be required from the customer prior to work commencing.

The Process:

When equipment is returned for repair, this process will be streamlined when the following information is provided:

- Full details of the item(s) for repair with a detailed description of the fault for each item returned..
- Contact details of the customer (Note: the company may delay the commencing work without full information).
- Warranty repairs must be accompanied by proof of purchase, or in the event of a re-repair, a previous repair reference.
- Goods will only be released for collection on production of our repair acknowledgement.
- The 'Basic Service' charge of £40+VAT per item must either be paid or charged to an authorised account prior to any work commencing. If the total repair charge exceeds this amount the balance must be paid at the time of collection, prior to despatch, or charged to an authorised account, with an official written order.

Goods in Transit:

All goods collected and delivered by the company shall be insured at their current second hand value. In the event of damage the company will require:

- All packaging to be retained for inspection.
- The company must be advised swiftly of all damage to the goods (within 48 hours of receipt).
- Notification of this damage must be made to the company in writing, by the customer.

Uncollected Goods. Where repaired equipment is not returned by us, it is essential that the goods are collected by the customer as soon as possible after notification that the goods are ready for collection.

Where substantial delays arise in the customer collecting the goods, the company reserves the right to charge storage.

Where, despite reminders (which will be document) items are not collected or repairs paid for, in accordance with the Disposal of Uncollected Goods Act, this equipment shall three months after final notification be disposed of in order to retain from the proceeds of such sale an amount sufficient to defray all costs of repairs and expenses incurred in attempting to trace and notify the customer. No interest shall be payable on any balance retained by the company.

Note:

The return of Warranty repairs and the cost of the labour involved is only free of charge within the country of purchase. The term of the Warranty is that period provided at the point of sale in the country of purchase.