

Terms and Conditions of Business

All work is dealt with in accordance with the code of practice issued by the British Horological Institute. (See the B.H.I. Web site, www.bhi.co.uk). A copy is also available for inspection at our workshop should you wish.

We endeavour to complete all repairs by the estimated time. However, due to extensive trial testing once the work is complete, we may run over our time estimate. Please tell us if the clock is required for a special occasion.

All prices discussed are estimates. These are broad guide figures and usually cover all that is required. In the event of the clock maker finding extra required work not included in the estimate, you will be contacted and the situation explained, and a new estimate agreed, before any work is carried out.

All clocks that are completely overhauled are guaranteed for a period of 12 months. This guarantee does not include the following:

1

A broken spring, or fusee line, chain, or wire, or damage resulting from any of these failing.

2

The cost of the clock maker travelling to and from you to carry out adjustments.

3

In the event that we agree to carry out a 'part job', there is no guarantee of any kind.

4

Mis- use, tampering, or failure to carry out the horologists' advice.

Photographs may be taken for our private records. This picture is used only for our records, and will appear nowhere else.

Unless agreed at the time of taking the work on, all guarantee work is undertaken on the basis that the customer will return the item to the workshop, and collect once any further adjustments have been made.

Payment for work carried out is due at point of collection, or delivery.

Commission, design and manufacture is paid in stage payments.

Any item not collected 3 months after a written notice that the work is complete has been issued, will be sold to recover the cost of repairs. During the three months waiting period a storage charge of £5.00 per week will apply.