



CLIENT WORK AUTHORISATION

This Work Authorisation document must be signed together with the **Terms and Conditions of Audio Reel-to-Reel (aka Open-Reel) and Cassette Deck Repair** by the client to authorise AV Resilience Ltd t/a Reel Resilience to commence work on their audio equipment.

Equipment:

Make & Model number:

Serial number:

AV Resilience client number:

AV Resilience job number:

I authorise AV Resilience Ltd to carry out service and repair work on the equipment listed above in accordance with the **Terms and Conditions of Audio Reel-to-Reel (aka Open-Reel) and Cassette Deck Repair** of which I have also signed and dated.

Client signature:

Print name:

Date:

AV Resilience Ltd t/a Reel Resilience

Terms and Conditions of Audio Reel-to-Reel (aka Open-Reel) and Cassette Deck Repair

Please read the following carefully and then sign and date below that you accept the terms

These Terms & Conditions (T&Cs) govern the service of your product by AV Resilience Limited ("AVR") and comprise part of the Work Authorisation document.

1. AVR will service your product as described and for the charges shown on the Work Authorisation plus any applicable tax. AVR may restrict service to one (1) product per customer during your visit to our premises. When the service is covered by AVR's warranty, those terms or applicable law will apply.

Settings or data loss during service is always a strong possibility during service. For this reason, it is your sole responsibility to back up all settings from your product. AVR is not responsible for loss, recovery, or compromise of alignment settings or loss of use of your product or other equipment arising out of the services provided by AVR.

You acknowledge that part of your product such as record or replay heads, or headblock, may be sent out by common carrier to be serviced by an external service provider. Whilst every endeavour will be taken by AVR to ensure its safe return, you accept that AVR will not be held liable for loss or damage to such items that are outside its control.

2. If a service is needed due to failure of parts that are not original to the product or due to damage caused by abuse, misuse, or any external cause, AVR reserves the right to return the product to you without servicing it and may hold you responsible for any indicated diagnostic fee. AVR will not be responsible for any damage to the product that occurs during the repair process that is a result of any unauthorised modifications or repairs, or replacements not performed by the original manufacturer or an authorised re-seller. If damage results, AVR will seek your authorisation for any additional costs for completing the service. If you decline authorisation, AVR may return your product unrepaired in the damaged condition without any responsibility.

3. If service requires labour and/or parts not previously specified, AVR may seek your approval of a revised estimate. If you do not agree that AVR may revise the charges, AVR may return your product and hold you responsible for any indicated diagnostic fee.

4. AVR may use parts or products that are new or previously used genuine parts that have been tested and passed functional requirements. AVR will retain the replaced part or product that is exchanged as its property, and the replacement part will become your property. Replaced parts are generally repairable and are exchanged or repaired by AVR for value. AVR may use replacement parts for service that are sourced from a country that is different from the country from which the product or original parts were sourced. If applicable law requires AVR to return a replaced part to you, you agree to pay AVR the additional cost of the replaced part.

5. The service, or the repair of a fault, on a product are as stated: The adjustment of existing alignment controls and the replacement of consumable parts, which are considered by AVR to require replacement at the time of the service, and/or the repair of a client notified fault. AVR reserves to the right to state that these works may not return the product to its manufacturers as-new specification.

6. AVR warrants (1) that the service will be performed with all reasonable skill and care and (2) that, for a period of sixty (60) days from the date of completion of the service, all parts used to service your product will be free from defects in materials and workmanship, unless otherwise specified by AVR. Once serviced, all products are subject to a minimum of four (4) hours testing under normal user conditions. Subject to it passing this test to the satisfaction of AVR then you will be notified that the work is complete on your product. However, it must be realised that this test period can never be exhaustive on a product that is now likely to be a minimum of 30 years old and thus well past its original manufacturers service life expectancy. Thus, it is possible that a fault may reoccur, or a new fault develop soon after this testing period. Should this be the case then you can return the product to our premises at your own expense and AVR will assess the product again with a view to either (i) re-perform the service, (ii) repair or replace the part, or (iii) refund the cost of the service provided.

Should it be found that reason for the failure is either user error or, a new fault, then AVR reserve the right to create a new job, with its attendant charges in inspection, repair, and the supply of parts to remedy this new fault.

7. If AVR is in breach of these T&Cs, it will only be responsible to you for any loss or damage that you suffer to the extent that such loss or damage was a foreseeable consequence to both you and AVR at the time you agreed to these T&Cs. Further, AVR will not be liable to you for any loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, or corruption of data; or any costs of recovering, programming, or restoring any program or data stored or used with your product.

The foregoing limitations shall not apply to AVR's liability for: (a) death or personal injury, (b) fraud or fraudulent misrepresentation, or (b) any liability which by law cannot be excluded or limited. AVR specifically does not warrant that it will be able to (i) repair or replace your product without risk to or loss of data. Nothing in these T&Cs will reduce your statutory rights relating to faulty or misdescribed goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens' Advice Bureau.

8. You must claim your product and pay all charges due within thirty (30) days after being notified by AVR that your product has been serviced. If you do not, AVR may notify you that it considers your product abandoned and that, if you do not collect it and pay any outstanding charges within a further three (3) months, AVR will dispose of it in accordance with applicable law.

9. If you are not satisfied with our final response to your service request and you would like to use alternative dispute resolution, please contact RetailADR (www.retailadr.org.uk). AVR is not required, and does not intend, to engage in alternative dispute resolution.

10. These T&Cs are governed by English law.

11. These T&Cs are the only ones that govern AVR's service of your product.

12. You agree and understand that it is necessary for AVR to collect, process and use your personal information to perform a service and/or repair under these T&Cs.

Signed (client):

Date:

Client & Job No:

Product: