

SERVICES TERMS OF BUSINESS

1. The customer accepts full responsibility for all of their equipment left at the KSR premises. KSR does not offer insurance against theft or damage to customer owned equipment so it is the responsibility of the customer to ensure that adequate insurance is in place for their own equipment.
2. KSR reserves the right not to provide price estimates for service, repair or restoration work without first having had access to the item of equipment for diagnosis. Once any such diagnosis has taken place then KSR will contact the customer by email with an estimate for the work to be carried out. KSR reserve the right to claim additional service fees from that of the original estimate in the event any such services become extended in time (labour costs) and material expenses due to unforeseen problems with the item(s) of equipment.
3. KSR reserves the right to refuse to offer services on equipment or to customers without prejudice.
4. KSR will offer all customers the option to commission their services based on the estimate or not to proceed and for the customer to then collect the item of equipment. No charge will be made for diagnosis work to be carried out by KSR but any items of equipment not to be worked on by agreement with the customer must be collected from KSR within 14 days or a storage charge of £10 UK Pounds (UKP) a day will apply.
5. Once the customer has confirmed that the services based upon the estimate are to proceed then a minimum payment of 100% by the customer should be made to RL Music to cover the labour element of the invoice. All or any parts used in the service are charged separately and at the end of the project. All prices are subject to VAT at 20%.
6. Preferred payment is by bank transfer to RL Music. Full bank details will be provide upon invoice.
7. KSR and/or RL Music will update the customer about the status of the services against there equipment as soon as is practicable which will be done by email or phone. Due to the nature of the services and equipment supported, KSR are not able to offer Service Level Agreements (SLAs) therefore, projected service completion dates are not available or forecastable in advance.
8. Once the item of customers equipment has been completed from the KSR services (is ready) then KSR and/or RL Music will contact them by email and phone to confirm the availability. Payment for the balance of the services will be due for payment immediately and the item must be collected within 14 days of the notification that the items are ready. Customers must make there own arrangements to have their items collected either in person or by courier once confirmed ready and the 14 day notice period applies.
9. In the event that the customer has paid for the balance outstanding within the 14 day notice period but has not made any arrangements to have their equipment collected then the £10 (UKP) a day storage charge will be levied from day 15 up to a maximum of 26 weeks/182 days (£1820 UKP maximum) thereafter KSR will reserve the right to sell the instrument to recover its storage costs and refund and balance remaining from the sale to the customer in cash. The customer will be notified in writing of this intent after the 14 day notice period has elapsed and any such sale would take effect after the initial 26 week period has elapsed.
10. The customer is liable to pay for all service and any storage charges levied and the customers equipment will not be released to them until any such charges have been paid to RL Music by bank transfer.
11. KSR provide a warranty against their services and unless otherwise stated in writing from KSR any item of equipment returned to the customer will be guaranteed against component failure only up to a maximum 12 weeks from the date of completion of the work. The warranty covers parts and labour only and does not include costs for packing and shipping either to or from the customer.

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