

## Synth Restore Terms & Conditions

- 1. Customers are liable to arrange pickup and collection of their items by their own means (either in person, or via courier). All issues concerning delayed delivery and/or pickups are between you (the customer) and the courier service concerned.
- 2. Synth Restore are not liable in any way for damage or loss caused in transit by couriers (or agents thereof).
- 3. The current fee for a standard repair and/or service is £160, which includes general components, engineer time and calibration/testing. The fee may be less for smaller items that require less work. Payment is to be made in full upon successful repair and/or service.
- 4. Repaired/serviced items must be collected (and/or paid for) within 5 days of notification.
- 5. A specific repair/service is guaranteed for 30 days, unless otherwise stated in writing by Synth Restore. Any breakdown or failure regarding a different problem(s) (to the original repair) are treated as new, and are not covered by the guarantee.
- 6. Synth Restore shall take no responsibility regarding faults/breakdown, damage to equipment (and/or persons) who take it upon themselves to repair their own equipment after purchasing spares.
- 7. Items brought/sent to the premises for repair/servicing are done so at the risk of the customer. Synth Restore shall take no responsibility for injury, damage, theft or accidental loss associated with the item(s), and valuable items should be insured by you (the customer) for continued protection.
- 8. SECONDHAND items are NOT covered by a warranty, however these items are checked before being sold. If it is found that there is a problem, you must contact us within a week of the purchase, and give us a chance to resolve the situation. We do not operate a money-back policy, be sure you research the item in question, and ideally, visit us for a personal demonstration.

These terms & conditions are valid *from 03 June 2023*, and are subject to change without prior notice.