

Edwards Repairs and Service Guidelines April 2008

1. Any unit that is received at EDWARDS without a return address will be held here at EDWARDS with no action taken. The unit will be destroyed after six months of no contact. Faults described as "NOT WORKING" or "NO GO" will not be sufficient and will result in the unit being returned at the sender's expense.
2. ALL Warranty claims MUST have a copy of a VALID PROOF OF PURCHASE attached, as per the EDWARDS terms of trading and as outlined by the customer guarantees act. Any unit sent into EDWARDS without a proof of purchase attached will be charged at the standard EDWARDS (see point 5) rate. In this case freight to and from EDWARDS is to be met by the customer.
3. EDWARDS is not always able to accurately quote for repairs. If EDWARDS is supplied with a maximum value the customer wishes to spend on a repair then we will ensure that this is not surpassed. This amount excludes any mark-up that a dealer may add to the value of the repair. Please be aware that this may result in the unit being returned in an un-repaired state, if we cannot repair it within the maximum value figure.
4. EDWARDS aims to turn around within 14 – 21 working days, dependant on parts availability
5. As of April 1st 2008 the charge rate for non-warranty repairs is \$90.00 + GST per hour plus freight, or part thereof with a minimum charge of \$90.00 + GST + Freight. Weekend and Urgent repairs are charged at \$180 + GST per hour plus freight, or thereof, with a minimum charge of \$180 + GST + Freight.
6. All jobs that have NO FAULT FOUND attract a charge of \$90.00 + GST per hour plus freight or part thereof, with a minimum charge of \$90.00 + GST + freight. This also applies to any goods that have been sent in under warranty that have no fault found.
7. In all cases any communication regarding service will be conducted with the consignor of the goods only. EDWARDS will not communicate with any 3rd party including the owner of the goods if the goods have been consigned through a dealer or any other trade person.
8. All service enquiries are to be directed to Charles Wilkie on (09) 571 0551
charles@edwardsnz.co.nz
9. As in most things there may be exceptions to the above rules and we won't charge \$90 for changing a fuse, but if you have something needing repair if it isn't worth \$90 to you then please don't ask us to repair it!