

Edwards Sound Systems Repairs Guidelines February 2021

- 1) Any item that is received here without a return address or complete contact details will be held here with no action taken. Please request a "Repair Form" from us that you can fill out and send in with the item. The unit will be destroyed or disposed of after six months of no contact from you.

Please describe the fault or what causes the item to misbehave in detail to save us spending time trying to figure it out. "NOT WORKING" is not often sufficient and can also result in no action taken, or the unit being returned at the sender's expense if it looks right on the surface.

- 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. Give us a maximum value you wish 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 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) An inspection Fee of \$120.00 + GST + Freight will be charged. This is the minimum required to process a Repair.

- 6) **The charge rate for non-warranty repairs is \$120.00 + GST per hour plus freight, or part thereof with a minimum charge of \$120.00 + 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.**

- 7) All jobs that have NO FAULT FOUND attract a charge of \$120.00 + GST per hour plus freight or part thereof, with a minimum charge of \$120.00 + GST + freight. This also applies to any goods that have been sent in under warranty that have no fault found.

- 8) If you require Edwards to come to your site, collect and return the item (within Auckland, normal business hours) the minimum charge is \$235+gst (which includes the first hour of repair)

- 9) All service enquiries to be directed to REPAIRS DEPT on (09) 571 0551 (ext 3) repairs@edwardsnz.co.nz

- 10) As with most things in life there may be exceptions to the above rules and of course we won't charge \$120 for changing a fuse, but if you have something needing repair if it isn't worth \$120 to you then please think before asking us to repair it.