

Jenkins Garden Machinery Ltd, Terms and Conditions for Service and Repair as of 01/07/2023.

These terms and conditions are intended to comply with the consumer rights act 2015

1. Please report all known faults when booking your machine in for service or repair.
2. **Servicing**
 - i. All parts, on all jobs, are charged at recommended retail price. Any work required above and beyond standard servicing will be charged at the standard labour and parts rate. Our service charges, which detail what is covered in a service, are available on the counter and on our website at www.jenkinsgm.co.uk. Please note, the first service is **NOT FREE OF CHARGE**. And a repair is not a service.
 - ii. We do not service machines between April and June other than in exceptional circumstances.
 - iii. Servicing is menu priced and available on the counter or on our website www.jenkinsgm.co.uk and therefore no estimate will be given, unless work is needed in addition to the service.
3. **Deposits**
 - i. All machines booked in require a booking in deposit of £50.40 for hand held or domestic pedestrian machines and £99.60 for all other machines. This is to allow us 45 minutes to prepare an estimate for hand held and domestic pedestrian machines and 90 minutes for all other machines. If the time taken to estimate the machine takes longer, you will be contacted to see whether you want us to continue with the estimate, this will be charged separately.

- ii. Should estimated cost of repairs be deemed too expensive and your machine be deemed uneconomical to repair, you are able to retrieve your old machine, however the deposit will be retained by us.
- iii. Estimates should be accepted or rejected within 72 hours, in order to avoid storage charges. Note - if you do not want to continue with the work having been given a price, there will be an additional charge should you require your machine reassembled.
- iv. Should the cost of the job be less than the deposit the difference will be refunded.
- v. If we estimate the cost to be under £100 on hand held and domestic pedestrian machines, and £200 on all other machines then we will complete the job. If you require an estimate under this amount please advise when booking in.

4. Repairs

- i. Priority repairs are available at a 25% premium on our standard labour rates. The deposit will also carry a 25% premium.
- ii. Due to health and safety legislation, all machines that have ground contact will be pressure washed at the customer's expense, with extremely soiled machines incurring an additional surcharge.
- iii. When repairs have been completed, you will be informed. In order to avoid storage charges of £6 per day for handheld and domestic pedestrian machines, and £10 per day for commercial and large machines, machines should be collected within 72 hours.
- iv. All machines should be tested on their return. Should any fault appear not to have been rectified, you should advise us in writing within 7 days quoting the job number.
- v. Should a fault reoccur within 28 days, labour charges would be waived and only parts needed would be chargeable.

- vi. **PLEASE NOTE:** If you fail to authorise work after an estimate has been provided, or should you fail to collect a machine after work has been completed, storage charges will apply. **We reserve the right to dispose of any machine left for 14 days or more** in order to recover any unpaid storage or repair costs and any shortfall will be invoiced to you.
- vii. Estimates are not quotations - the price may vary within 10% without further notification.
- viii. If you cancel work after it has been started, any work carried out will be charged for. The machine will be returned in the state reached at that point, unless otherwise agreed.

5. Labour Rates

- i. We have 3 labour rates - Standard, Winter (discounted), Premium (Standard + 25%).
- ii. Repairs in the summer are at standard rate, servicing between April 1st and June 30th are at premium rate

6. Transport

- i. If a machine is to be collected, the transport charge and deposit must be paid prior to collection
- ii. Deliveries and collections are AM or PM. For timed deliveries (within 2 hours) a 50% surcharge on the transport will apply. A full list of transport charges are available on the counter and our website at www.jenkinsgm.co.uk.
- iii. Delivery charges are based on collecting a single unit on a special journey. For shared loads there is a price reduction per unit available. This is covered in our transport document available at the counter and on the website www.jenkinsgm.co.uk.

- iv. Delivery and collection is to the drive of the property or the kerbside. We allocate 5 minutes per drop off or collection. If there is a delay to the pickup caused by the customer, the time will be charged for. If there is a need for a second member of staff to assist in the collection i.e. to push the machine to within winch-able distance, this will incur a minimum extra charge of £100. Staff and vehicles are only able to travel on tarmac or hard standing.

7. **Warranty**

- i. Any warranty provided by the manufacturer covers Manufacturers defects in workmanship and materials **only**. It does not cover Blades, Belts, Cables etc, or operator error (Please see warranty information sheet for more details).
- ii. Faults not covered by manufacturer's warranty, including operator error, will be charged at our standard rate.
- iii. Although the machine is within its warranty period, and the machine is booked in as so, the final decision on warranty lies with the Manufacturer.
- iv. If the manufacturer deems that the fault is not covered under the warranty, then you will be billed for the repair - note, this could be several months after the job is completed.

8. **Spare Parts**

- i. Carriage charges are as follows: £8 for normal carriage (stock orders or waiting for others to order), £15 for urgent orders (same day ordering, this does not mean next day delivery), for next day delivery this is dependant on the manufactures terms.
- ii. Iseki carriage charges - Stock orders are £12. Emergency orders £12 plus 12.5% of parts RRP.