

GAMMIES

GROUND CARE

SERVICE POLICY

- 1) We service and repair all makes of machinery sold by ourselves.
- 2) We will only service and repair machinery not sold by us providing we can obtain parts through our normal sources of supply, if we can't get parts, we won't repair.
- 3) Warranty repairs will only be carried out by us providing we have originally sold the equipment. Exceptions may apply providing it has been authorised by management.
- 4) Generally we aim to look at machines within 10 working days of being booked / brought in. Seasonal exceptions apply.
- 5) Estimates will be given if repair is more than just normal servicing and authorisation is required before proceeding.
- 6) Should after an estimate is given, the customer chooses not to proceed, a £20 plus VAT minimum charge will apply.
- 7) Minimum charge for any workshop repair is half hour of time : £20 plus VAT.
- 8) Labour charge is £40 per hour plus VAT. On site and call out fees additional.
- 9) We aim to repair your equipment first time, although in some cases this may not be possible. Should your repair not come up to expectations, we require to be notified within 14 days of you receiving your machine back to enable us to rectify the problem, otherwise we will assume you are satisfied with the work we have carried out for you.