House Call Repair Agreement

Clock Ticker

MAKE YOUR CLOCK TICK AGAIN



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Background

Tall, grandmother, grandfather, or large wall clocks cannot be cleaned or repaired in a home. The mechanism must be removed from the case, wholly or partially disassembled, solvent or ultrasonically cleaned, parts ordered, reassembled, oiled, and run for days on a test stand.

Just because a mechanism may work perfectly on a level test stand, there could be issues once it's put back into the case. Case-related problems are not significant in the shop, but they can be major problems to identify and fix in a house. For example, the "beat" may be off depending on how the mechanism is mounted. It may run for a day or two, only to stop. Other components, such as a moon dial, may not align properly. The case can obscure the working gears making it challenging to identify the source of the problem. And so on.

In addition, clocks that may be working during the initial visit may have problems after cleaning. For example, the mechanism's pivot holes may be "gunked up" with semi-solid oil that has turned green, but the gears are still turning. Once cleaned, it may no longer run. Other issues can crop up: a problem is fixed, only to uncover another. The clock becomes the "Clock from Hell." Traveling to and from a customer's home aggravates the situation exponentially.

Agreement

By signing this agreement, you understand that problems similar to those mentioned above may develop. You acknowledge that there is risk: the clock may or may not be repairable with a reasonable amount of effort and the availability of parts. You are more than welcome to terminate service and find someone else to work on it if you are dissatisfied. Deposits for travel or parts will not be refunded. I may give a partial refund for the services performed to date at my discretion. For example, if I clean a clock, this work does not have to be repeated by someone else; thus, no deposits are returned for that service. Other in-house services, such as cabinet repair, must be done with the owner available for approval as the work proceeds. Once approved, there will be no refunds for that work.

If your clock becomes the "Clock from Hell," I also have the right to terminate service and give a full or partial refund at my discretion. I provide a one-year guarantee ***for the work that I do***. But other, issues unrelated to the original repair may crop up. I may agree to work on these under a new agreement, or you can hire someone else.

Date _____ Agreed _____ Print

_____ Signed