WORK ORDER

Clock Ticker

MAKE YOUR CLOCK TICK AGAIN



Richard MacLean
1224 Sierry Peaks Drive
Prescott, AZ 86305

Cell: 480-227-7079
Richard@Clock-Ticker.com

CUSTOMER

Name:
Address:
City, State, ZIP:
Phone:
e-Mail:

PAYMENT METHOD	CHECK NO.	JOB

Date: _____

#	QUANTITY	DESCRIPTION	PRICE	TOTAL
Repairs Requested				
Additional Repairs Performed				
			Total Labor	
Parts				
			Total Parts **Shipping** **Tax on parts**	

Total to be Paid_____

Service, Warranty & Repair Policy Attached

Customer acknowledgement of policy _____

Thank you for your business!

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Service, Warranty & Repair Policy

Antique clocks are a challenge. There may be hidden fractures in glass, wood or metal parts that may suddenly "let go" while being worked on. This especially applies to glass and springs. We cannot be responsible for breakage under such circumstances.

We will repair your clock in a workmanlike manner. We provide a free initial estimate. Once work has begun and the mechanism is taken out and examined closely, there may be additional problems uncovered. There may have been non-standard parts installed. In many respects, it is like having work performed on an antique car: you do not really know what is wrong until the mechanic "gets into it."

We will obtain your approval before any additional work has begun or parts ordered. You have the option of stopping the work and having us put the clock back together. Normally there is no cost or a minimal charge of $50 or less to do this reassembly, but if the clock mechanism has been completely disassembled (e.g., the mechanism plates separated and gears are taken out) then you will be charged up to $150 if you request a reassembly back to its original, non-working state.

If we cannot fix one or more of the problems identified, then you will be charged only a minimum fee, typically $70 plus out of pocket costs for parts used. You will not be charged the full amount even if additional hours have been spent in the repair attempt beyond the original estimate. In general, we will spend a maximum of up to 4 hours over the original estimate to fix your clock at no extra charge. We will then stop work and arrange to return the clock.

We warranty the work we performed for up to one year. This warranty is only valid if the clock is returned to the shop for repairs or if it is a nearby grandfather clock. In other words, if it has been relocated more than 20 miles from the original location, we will not travel at no charge to service the clock under this warranty. If the clock no longer works because of a new issue such as a broken spring or is damaged during use or moving, then you have the option of having this work done by us or some other shop.

We do not warranty clocks to keep accurate time, only reasonable time considering their age and mechanism. Old mechanical clocks typically gain or lose about 15 minutes per week and are re-set weekly at winding.

Thank you for your business!