



Repair & service work Terms & Conditions: -

- All repairs are undertaken as quickly & efficiently as possible & are prioritized by way of urgency. As such our engineering department will start work & aim to complete the repair and associated service procedure as soon as possible. Therefore, unless you specifically require a quotation before a repair is undertaken or completed, we will not perform a preliminary quotation, but instead complete the work in order for you to receive your machine back as fast as possible.
- Should you require a quotation before any repair work is undertaken, there will be a flat rate charge of 1.5 hours to fully inspect the machine, diagnose the faults & produce a quotation. (This cost will be built into your quotation)
- The above charge of 1.5 hours applies regardless of whether you go ahead with the quotation supplied or not.
- If you decide not to go ahead with the repair this diagnostics charge must be settled before your machine can be released.
- If we are able to fix the machine within the 1.5 hour diagnostic time frame then the labour charge is capped at that level excluding any parts fitted.
- Should your machine be uneconomical to repair or is classed as a write off then the 1.5 hour diagnostics charge still applies at our standard labour rate.
- Should you hire or purchase any subsequent equipment from us as a direct result of your machine being deemed an uneconomical repair the diagnostics charge will be waived.
- It is up to the customer to organize delivery & collection of the machine to be repaired unless an alternative arrangement has been agreed between FastArc welding supplies Ltd & the customer.
- Where the customer requires us to collect & re deliver the machine there may be a collection / delivery charge depending on distance. This will be agreed prior to the service work being undertaken.
- If an engineer is required to visit a customers site for any service or repair work, then an hourly travel charge & hourly labour charge will be applied at our standard rate.
- If our engineers require overnight accommodation, this will be charged passed on to the customer – This will be pre-arranged & quoted prior to the work being undertaken.

If in doubt, please call us on 01623 754422 to discuss further.

FastArc Welding Supplies Ltd reserve the right to change these terms & conditions at any time without prior notice. In the event that any changes are made, the revised terms and conditions shall be posted on this website immediately. Please check the latest information posted herein to inform yourself of any changes