



## **Callear Technology – Terms & conditions**

Our T&C policy has been written to be clear and easy to understand, its main intention is to clearly outline our set procedures in key areas of our work.

### **STAGE 1**

Callear Technology provide free no obligation quotations with no obligation to repair the customers items upon receiving their quote.

### **STAGE 2**

Once an agreement has been made and our initial quotation accepted Callear Technology will source any necessary parts and undergo all work necessary to complete the repair with no deposit or upfront payment needed.

### **STAGE 3**

Once Callear Technology have repaired the customers items we will inform them that the items are ready for collection whereby payment will be requested for collection of the repaired items.

Callear technology will then allow a maximum of 30 days for the collection of the items and payment for work done and or goods received.

### **STAGE 4**

If stage 4 is reached this means the items have not been collected and the work carried out by Callear Technology has not been paid for.

In this instants and in the absence of a good reason for reaching stage 4 Callear Technology reserve the right to charge a daily holding fee of £1 per day for a further 30 consecutive days.

A further attempt to reach the customer to receive payment and arrange collection will be made during stage 4.

## STAGE 5

At stage 5 Callear technology has been unsuccessful for 60 consecutive days to reach the customer or waiting for the customer to collect their items and make payment including the stage 4 holding fee of £30.

At stage 5 Callear technology reserve the right to sell on your items to recover the losses incurred performing the repair and stage 4 holding fee, Any remaining profits will be held for 30 days for the customer after all costs incurred by Callear Technology have been cleared.

Second hand items when sold on to recoup losses do not achieve the original sale price of the item, therefore it is possible that no funds will be payable to the customer after a stage 5 item sale.



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