

MASTER CLOCK REPAIR

by Michael Gainey CC21

www.time4u2.com

What you need to know before shipping a clock to us for repair

Here at Master Clock Repair, customer satisfaction is of utmost importance. We value and protect our hard earned reputation by providing superior service; both in the repair of the clock and how we deal with our customers. For this reason we are providing this document to insure that there is a clear understanding of how the repair will be handled and to inform you of the risks.

IT IS ABSOLUTELY CRITICAL THAT YOU READ AND FULLY UNDERSTAND THIS DOCUMENT BEFORE BEGINNING THE PROCESS OF REPAIRING ANY CLOCK THROUGH THE MAIL

First of all it is best if you can find an experienced, qualified repairman in your area, hopefully within 200 miles. There are three main advantages to this; no shipping costs, very little risk of damage and your repairman is able to back up the repair's warranty without further shipping. However, for many people, there are no qualified clock repairmen of any kind (much less someone who is truly qualified) in their area. We are a busy shop and do not actively pursue out of state repair work but we offer this service to those who have no other reasonable options.

THE GOOD NEWS

I can properly repair your clock! For most people who are receiving this document it is likely you discovered me via my web site. My qualifications and experience are clearly listed on my "Qualifications" page. After 39 years in the clock repair trade I have serviced or rebuilt over 40,000 clocks.

THE RISKS

Before you proceed you must understand what can go wrong. Of course it is much more likely that everything will go smoothly but the risks are still very real. What are these risks?

The clock can become lost or damaged during shipping.

You are unable to set up the clock properly and it does not work.

A maladjustment may occur during shipping or a problem may arise during the warranty period and it must be shipped to me and then back to you at your expense.

Let's examine these three points more closely.

SHIPPING

Shipping Damage – Everyone knows that ALL the major shipping companies work fast to cut costs and deliver your package quickly and at a "reasonable rate". What does this mean? Your clock package **WILL** be dropped, thrown, kicked and possibly stood on. A recent article in Reader's Digest titled "**Confessions of a UPS Handler**" related the horrors of what happens to your package after it is left with them for shipping. For this reason proper packing and insurance is of critical importance. Writing "Fragile" on your package does not seem to help either. Consumer Reports magazine installed motion sensors in packages with and without the

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word “Fragile” on them and those marked “Fragile” actually received more shocks than those that were not marked. Your local UPS store can pack your clock for shipping. The advantage here is that they cannot blame you for improper packing **if they pack it**. If you pack it yourself it is a good idea to document your clock and packing procedure with photos for future reference should it become necessary to make a claim.

Insurance – Naturally you will want to insure each package sent. After a recent damage incident UPS required that I prove the value of the damaged item. What they wanted was a receipt. Almost no one will have a receipt for the purchase of their clock as the purchase occurred long ago and the value of the clock may be greater than it was then anyway. If a claim is necessary ask yourself how you will prove the value of the clock. They will not accept my word for it. Even though I am a professional my connection to the clock will make my educated opinion irrelevant to them.

Example; if you insure it for say \$4000 but can only prove it has a value of \$2000, the maximum amount of your paid out claim can be no higher than \$2000.

UPS has a special category of insurance for high value packages. **These packages get special treatment**. Refer to the UPS web site for details. This of course will cost extra.

Filing a claim - Winning a claim is definitely possible as I have done it twice but filing a claim is time consuming and a hassle. The last claim I filed took me four hours of paper work and phone time! The claim representatives from all the major shipping agents are trained to **NOT** pay out claims. If your clock or any of its components are damaged or lost coming to me or going back to you, **YOU MUST THE FILE THE CLAIM**. I am not responsible for filing claims of any kind.

The costs of shipping – **ALL** shipping costs both to me and from me are your responsibility. If the clock must be shipped back to me for warranty repairs those costs, both to and from, are also your responsibility. In addition to the shipper’s charges and for insurance you will also pay me a “handling fee” for each package. Re-packing your clock and its components in a way that gives it the best chance of arriving safely takes us extra time and costs us money. We typically charge \$50 per box and sometimes more if we need to make a custom box to return it in. Packing a repaired clock usually requires more effort than packing a non-working clock (like when you send it to me). We want to be sure it is ready to work when you unpack it. Frequently we must also give you written instructions either in the package or via email so you will know how to unpack it safely and set it up properly.

Packing tips – Wrapping your clock in bubble wrap is helpful but **PLEASE DO NOT USE CLEAR PACKING TAPE ON YOUR BUBBLE WRAP**, use masking tape instead. Clear tape is difficult to see and remove causing us to ruin the bubble wrap trying to remove the clear tape. Also double boxing is helpful. You will need clear tape to seal the box.

Return shipping – We are in the repair business not the shipping business. We can pack your clock properly **but you must arrange for return shipping!** This means you will have to have an account with or go to FedEx, UPS, USPS etc. to prepare a return shipping label to send to me. I know that you can create a label with UPS and arrange for UPS to actually pick up the clock from our shop. This is our preference.

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SET UP

Even when the clock is repaired perfectly and arrives safely back at your home it must still be set up properly in order to work correctly. If you only sent me the movement (without the case) you must be able to install it and perform a few final adjustments which might include hammer adjustments, hand alignment and beat setting. Do you have the skill and know how to perform this task? We will provide you with basic instructions and will allow some phone time to help you if you have questions but if you cannot do it properly you will have a well repaired clock that still will not work.

WARRANTY REPAIRS

Although we make every attempt to do the finest possible repair to your clock, occasionally, problems can develop after the clock is shipped back to you. We test every repair that will be shipped for several weeks before returning it to you. However, during shipping the clock will be tossed and shaken, it will experience multiple temperature, humidity and elevation changes. Being shaken might cause some things to be knocked out of proper adjustment. Temperature, humidity and elevation changes can cause the various metals that make up the clock to expand or contract causing movement failure.

Remember that it is unlikely that any of these bad outcomes will occur. We simply want you to be fully informed. We do not mean to be difficult but we have a great deal of local work so do not actively pursue out of state repair work. We are simply providing a service for those who have no other reasonable option.

We need to know that you have read all three pages and understood this document. Please initial each page at the bottom, sign below and return it to us when you mail the clock.

Signed _____ Date _____

Printed Name _____ Clock Type _____

Address _____ City _____ State ___ Zip Code _____

Phone Number _____ Email Address _____

Ship clock to

MASTER CLOCK REPAIR 3759 NOE BIXBY ROAD COLUMBUS, OHIO 43232