



Stu Culley Photo Services

Terms and Conditions for Servicing and Repairs

2024

Terms and Conditions

These Terms and Conditions apply to all transactions through Stu Culley Photo Services. Please read them carefully before purchase. All statements, guarantees or warranties in our Terms of Trading are in addition to and do not affect your Statutory Rights.

In any communications with Stu Culley Photo Services please quote our Invoice Number or Service Sheet Number

Definition of the terms:

Off Site means that the servicing or repair work is carried out at Stu Culley Photo Service, A11 BIZ Space, Aerodrome Studios, 2-8 Airfield Way CHRISTCHURCH Dorset BH23 3TS

On site means that the servicing or repair work is carried out at the Customer's Company address

Conditions of Repair and Servicing of Equipment

These conditions apply to any agreement between Stu Culley Photo Services and any customer (individual or organisation) entrusting us with equipment for evaluation for repair.

Please note: All repairs/services are thoroughly checked before being released but it is expected that a final check of the equipment be made by the user. Customers are asked to check that their equipment has been restored to their preferred settings before use. Stu Culley Photo Services cannot accept any liability for consequential loss due to failure of repair or delayed return.

Estimates

The estimates that Stu Culley Photo Services provide are based on prior knowledge, experience, examination and diagnostic equipment.

Estimates may be subject to later revision if the internal condition of the equipment is not as anticipated (e.g. unexpected damage or third party damaging), or if on further examination we find additional work is required. In these circumstances we will provide a re-estimate of the work and costs.

Our estimates should be suitable for insurance purposes, we would advise contacting your insurer for their policies and claim procedures. If an additional letter is required those will be provided Free of Charge

Estimates are valid for Four Working Weeks from the date of the estimate.

Refusals of “off Site” repairs and Service

No refusal charge is incurred, Stu Culley Photo Services will then send the equipment back to the customer within Five working days of receipt of the postage and packaging costs.

Unfortunately, Stu Culley Photo Service has insufficient storage space to hold items indefinitely and the return of the goods must be processed within three working weeks.

If this does not occur a tracked reminder E-mail will be sent along with a recorded letter and the equipment will be disposed of. We may charge storage fees if extended storage is requested.

Repair Times

All effort will be made to minimise turnaround time. Actual times will fluctuate according to demand and availability, but estimated turnaround times should be no more than Five Working Days

Any dates quoted by Stu Culley Photo Services for completion of repair work are approximate and not guaranteed; we cannot accept liability for any consequential loss suffered as a result of a delayed repair.

Some delays may occur whilst we await supply of spare parts required to complete a repair. Every effort will be made to keep the customer informed of progress, but such delays are beyond Stu Culley Photo Services' control.

Payment

Off Site Repaired items will only be released on receipt of payment, where applicable. Payment is expected within 7 days of Stu Culley Photo Services sending their invoice.

Payment may be made in person upon collection of goods. We accept payment by cash (collection only), Debit/Credit card, PayPal or BACS transfer (goods will only be released when funds have cleared into our account).

Where, despite reminders by tracked email and registered letter, items are not collected or paid for after three months, in accordance with the Disposal of Uncollected Goods Act, this equipment shall be disposed of in order to retain from the proceeds of such sale any amount sufficient to defray costs of repairs and expenses incurred in attempting to trace and notify the customer.

For On-site repairs, payment is expected within 7 days of Stu Culley Photo Services sending their invoice unless specific agreements have been arranged prior to the work being carried out.

We accept payment by Debit/Credit card, PayPal or BACS transfer.

Customer's Default

If the customer fails to make any payment on the due date then, without prejudice to any other right or remedy available to the Stu Culley Photo Services.

Then Stu Culley Photo Services shall be entitled to:

- a. cancel the order or suspend any further deliveries to the Customer
- b. appropriate any payment made by the Customer to such of the Goods (or the goods supplied under any other contract between the Customer and Stu Culley Photo Services) as Stu Culley Photo Services may think fit (notwithstanding any purported appropriation by the Buyer); and

- c. charge the Customer interest (both before and after any judgement) on the amount unpaid, at the rate of 8% per annum above The Bank of England base rate from time to time, until payment in full is made (full days after the original due date will be used to calculate the total amount of interest charged).

Servicing Warranty

All equipment which has been serviced is guaranteed for a period of Six Months from the date of invoicing.

Should any customer not be satisfied with the level of servicing work which has been carried out, they must contact Stu Culley Photo Services within a period of Two months from the date of the service was completed and signed over or despatched.

All equipment is thoroughly checked during the service procedure as well as before being despatched, signed over or released, but it is expected that a final check of the equipment be made by the user.

If the equipment becomes defective within Six months of the date of the service due to poor workmanship or faulty replacement parts which had been fitted at the time of service, any corrective measures will be supplied free of charge but this will be at the discretion of Stu Culley Photo Services.

Repair Warranty

All Hasselblad// Flextight// Imacon repair work is guaranteed for a period of Six months from the date of invoicing.

Should any customer not be satisfied with repair work carried out, they must contact Stu Culley Photo Services within a period of Two months from the time of the repair was completed and signed over or despatched.

All repairs are thoroughly checked before being despatched, signed over or released, but it is expected that a final check of the equipment be made by the user.

Non-use of the equipment does not extend the guarantee period.

Stu Culley Photo Service shall not be responsible for any consequential loss or damage of any kind claimed by reason of repairs carried out, or subsequent failure thereof.

Equipment in transit

Stu Culley Photo Services can advise on likely delivery dates, but these may not be 100% guaranteed. We cannot accept liability for any consequential loss arising from delayed deliveries.

Should the equipment appear to be damaged upon unpacking, please retain the item and the packaging (even if unmarked) and notify the Stu Culley Photo Services immediately to initiate the claim procedure with the designated carrier.

Please Note

Stu Culley Photo Services may change these Terms and Conditions at any time. Any changes will take effect on the date they are posted on to the Stu Culley Photo Services. You will be asked to read and accept the Terms and Conditions each time you place an order, to make sure you are familiar with the most recent changes.

To contact Stu Culley Photo Services please call us on 07719 541 280 or email us at stusculleyphotography@icloud.com or stuculleyaccounts@icloud.com