

SERVICE AGREEMENT

Initial Examination & Estimates

Before we can provide you with an estimate, there is a charge of **\$20.00+HST** per typewriter. This is to cover the time required to physically inspect your typewriter, which may necessitate partial disassembly and light cleaning, and to prepare an estimate. This is non-refundable and is the minimum charge to examine your machine. Estimates cannot be provided without me physically examining your typewriter. We cannot give an estimate based on described issues.

Estimates for work are given to the best of our ability, with the understanding that some issues may not become apparent until some of the work has already been completed, or where unforeseen issues arise. In these cases, we will notify you before proceeding further so that we can discuss how you wish to proceed. Please be aware that some repair costs may exceed the value of the machine.

Work will not begin until you have agreed to the estimate provided and signed this agreement.

Repair Work

Labour is charged at **\$60.00/hr+HST** with a minimum charge of 1 hour of labour per machine, as it takes at least this long to perform basic work on each one which generally consists of:

- brush/blow out debris
- clean type, platen and feed rollers
- clean exterior and case
- adjustments
- verification of functions which, depending upon features, may include carriage return, line advancement, escapement, ribbon control mechanisms, typebars and shift mechanism, bell, line lock, tabs and margins

Our goal is to get your typewriter to a clean, mechanically usable state, not necessarily looking new. We do not do restoration work. Cosmetic work will depend on what the machine is made from and coated with as well as age and condition.

Repair charges can include cost of replacement parts and additional services requested. Part prices are subject to change based on availability and work that may be involved to obtain them. Additional services can include:

New ribbon onto existing spools or provide replacement ribbon on spools - \$10.00

Full interior/exterior clean - starting at \$65.00

Platen and feed rollers – typically start at \$150.00

Replacement rubber feet – typically around \$50.00

Final charges are to be paid upon completion of service. Your machine(s) cannot be returned prior to payment.

By signing this document below, you are responsible for paying the agreed upon price. You are responsible for paying costs incurred, if you decide that the quoted service price is too high, your machine cannot be reasonably repaired or you have changed your mind. If you cannot or choose not to pay at any stage, you may request abandonment of the machine by signed letter - thereby forfeiting ownership of the machine and any associated debts.

Refusal to pay or claim your machine within 60 days of being notified of completion of work via the phone number and email address you provide below will result in automatic abandonment and become the property of Willowcreek Typewriters.

Due to the limited availability of parts, we cannot provide a guaranteed completion date.

Work performed is guaranteed for a period of 60 days, during which we will either fix the issue without charge or offer a partial refund of not more than 50% of the amount paid.

Where parts need to be sent out to third party suppliers, we cannot be held responsible for loss, damage or failure of said parts to be returned - whether caused by postal/shipping services or third-party suppliers. Parts that may need to be sent out include platens and feed rollers for recovering and typewriter feet for remanufacturing. Replacements may be obtained where available and at additional cost with your prior approval.

Due to the complex nature of typewriters which formerly required repair persons to be certified by manufacturers, some repairs cannot be guaranteed. Unforeseen issues can arise when performing maintenance on vintage machines (e.g. snapped screws, escapement issues which cannot be easily/cheaply rectified).

We reserve the right to refuse work where machines are subject, including but not limited to, infestations, organic waste material or excessive mold/rot.

Typewriter Details (We will add Serial # and Year if unknown)

	Make	Model	Serial #	Colour	Year
1					
2					
3					
4					
5					

Contact Information and Signature

I, the undersigned, hereby agree with the prices, terms and conditions set out in this service agreement:

Name (Print): _____

Phone Number: _____

Postal Code: _____

Email Address: _____

Signature: _____

Date: _____

How did you hear about us? _____