

## RepairMonitor form

Reference no: \_\_\_\_\_

Owner's Name: \_\_\_\_\_ Date: \_\_\_\_\_

*Please answer the questions in as much detail as possible. The information is important to ensure that repaired items don't get lost, is useful for both SaVRC, and internationally to spot poor products.*

### ABOUT THE PRODUCT – to be completed by owner and signed on reverse

\* **Kind of product** (e.g. vacuum cleaner): \_\_\_\_\_

\* **Brand** (e.g M&S, Sony, ..): \_\_\_\_\_

(Estimated) Year of production: \_\_\_\_\_

Model, type number and / or serial number: \_\_\_\_\_

\* **Problem description + (probable) cause:** \_\_\_\_\_

### ABOUT THE REPAIR – to be completed by repairer and handed to front desk

Repairer's name: \_\_\_\_\_

Defect found: \_\_\_\_\_

Has the product been repaired?    ☐ Yes                      ☐ Half and/or advice given                      ☐ No  
If repaired: what did you do? Or  
If partly repaired: what did you do, what advice did you give? or  
If not repaired: why could you not repair it?

Reparability of product (1 = difficult, 10 = easy): 1   2   3   4   5   6   7   8   9   10

**Repairer:** Only complete if repair information needed: Could you find it: ☐ Yes    ☐ No

If yes, where did it come from?    ☐ From the manufacturer    ☐ From fellow repairers

Source repair information (website \_\_\_\_\_)

Do you have any suggestions for other repairers of this (or similar) prod \_\_\_\_\_

**Stokesley and Villages REPAIR CAFÉ CASaV (SaVRC) – HOUSE RULES & DISCLAIMER FOR VISITORS**



*Before your repair:*

1. You must complete and sign the RepairMonitor form for SaVRC records before any repairs can be considered. All personal information is treated with the utmost confidence. The details of the repair are used to better understand the repairability / reliability of products both to help future Repair Cafés and influence manufacturers to produce more reliable / repairable products.
2. Sharp tools and dangerous equipment are present and sometimes used in repairs. You must exercise control over, and be responsible for, the behaviour of children in your care whilst attending the SaVRC. Children will not be admitted unless accompanied by an adult.
3. The advice and repair service is conducted by experienced volunteers. Although there is no charge for their time, skill or advice, you are invited to make a voluntary donation to cover our costs which include the purchase of tools and equipment, and building lighting, heating and maintenance.
4. Normally, a maximum of ONE item per visitor will be examined per visit. However, should time allow, extra items may be considered for examination and repair.
- 5. All repairs carried out at the SaVRC are performed at your own risk. Neither the organisers of SaVRC nor the repairers in personal capacities or otherwise are liable for any accidental damage or loss that may occur to either your goods (including vehicles) or your personal effects during your time at the SaVRC.**

*During your repair:*

6. After making an initial assessment of your item, our repairers will discuss the repair with you. Sometimes our repairers may be unable to effect a repair for various reasons. You will be told these reasons, but our repairers are fully entitled to use their discretion and refuse to repair an item should they so decide.
7. You may be given advice, e.g. tips on how to prevent a future failure.
8. Normally you are responsible for providing any consumables such as leads, plugs, fuses, zips, etc. that may be needed to fully complete a repair. As our repairers cannot carry a comprehensive stock of parts, a second visit to SaVRC may be required to complete your repair.
9. You should remain with the repairer while the repair is being carried out in order to see how the repair is being done and to pick up new skills. Items must not be left with the repairer and collected at a later time. There may be occasions when a repairer offers to take the item home in order to better diagnose the fault or effect a repair. Neither the repairer nor SaVRC assume any responsibility for safe keeping.
10. Volunteers and visitors are expected to treat each other with mutual respect.

*After your repair:*

11. You are responsible for the removal of all items brought into the SaVRC. There are no facilities at the SaVRC for the disposal of your items.
- 12. Where applicable, electrical equipment will be subject to a Portable Appliance Test prior to leaving the SaVRC. Our repairer will either deem the appliance safe to use, or not safe to use. SaVRC takes no responsibility in any form whatsoever for any item, repaired or otherwise, once it has left the SaVRC.**
- 13. SaVRC do not provide any warranty or guarantee on any repairs carried out and are not liable in any way should an item subsequently not work properly or fail again or cause any consequential loss or damage.**
- 14. Neither the organisers of SaVRC nor the repairers in personal capacities or otherwise are liable for any loss or injury whatsoever that may result from any repair carried out or for any advice or instructions given and used at a later date.**

I declare that I have read these house rules and agree to them/  
I am happy for photos/videos to be made of me at the cafe:

Printing kindly sponsored by:

**LABMAN**

Signature

Date

**Yes / No** add me to the email list

Email Address

**REPAIR CAFÉ** **Bin it? No way!**

To be Retained by the Repairer & Left at the Repair Café