

Instrument Repair Form

1

Details

Your Name

For the attention of

2

Collection Address

Address Line 1

Address Line 2

Town

Postcode

Telephone Number

3

Return Address (If address is different)

Address Line 1

Address Line 2

Town

Postcode

Telephone Number

4

Instrument Details

Instrument (Make & Model)

Invoice Number (If Under Guarantee)

Purchase Date

Reason for return

For advice or to make a booking for instrument service or repair, you should contact our workshop team on 01823 338517, or by email at workshop@johnpacker.co.uk

Our workshop team operates a diary system for anything beyond small adjustments. Your instrument will be booked into the diary and the work will be completed on the day (unless it's really major surgery). To ensure that work can be completed during the day, please deliver your instrument before 10:30am otherwise it may not be completed in time. Please be sure to arrange a date well in advance, particularly for busy holiday periods. We try our best to carry out small repairs while you wait and will always do our best to dovetail emergency work in the system.

If you are unable to deliver your instrument in person, we can organise collection and return by courier (Interlink) or you can choose your own method.

If you wish for us to arrange collection and delivery, please follow the process below:

- 1** Call our workshop on 01823 338517 and request to book in your instrument.
- 2** Once a date of collection has been agreed, please ensure you are free on the day to hand over your instrument to the courier, they normally arrive between 9am–5pm.
- 3** Complete the form overleaf and include when sending your instrument to us.
- 4** Pack your instrument carefully to ensure it doesn't get damaged in transit and address it to us at John Packer Ltd, Summerfield Avenue, Chelston Business Park, Wellington, Somerset, TA21 9JF
- 5** Once your instrument has been fixed, we will contact you to let you know and to arrange payment. Please note if work is required over and above of what was expected we will always contact you prior to carrying our additional work.
- 6** A date of delivery for your fixed instrument will be arranged, please ensure someone is in to sign for the delivery.

If you are making your own arrangements you'll need to make sure that it is covered for its full insurance value and address it to:

John Packer Ltd, Summerfield Avenue, Chelston Business Park, Wellington, Somerset, TA21 9JF