



The best Equipment Maintenance Service in the business

- Fully trained technicians
- Full engineers report with every repair
- Fast, reliable service with full back up
- We only use Insured Courier Delivery, to ensure your items arrive safely & quickly

Electrical Equipment Repair Request

Name: _____

Company Name: _____

Address: _____

Postcode: _____

Tel: _____ Mob: _____

email: _____

Item Information - Please complete as fully as possible



Make/Model: _____

Warranty Repair? (Y/N) _____

Description of Fault: _____

Estimate Required? (Y/N) _____

To make sure your business continues to run efficiently, with the minimum of downtime, we aim to get your item equipment repaired or serviced as quickly as possible. To assist us in this, we would ask that you tick the appropriate box for either clipper or dryer servicing. By doing this, it will ensure that we can proceed with your repair in the fastest possible time. The prices shown are the approximate average service/repair costs for the items shown. We will only charge you the actual cost when it is less than the quote. We will call you, for your approval, if the total exceeds the quote amount for the repair. We will continue to provide free of charge estimates for those customers requesting them.

**Yes, please service/repair this item on the
Express No-Quote Service,
if the amount is less than the following**

Small Animal/Pet Clipper **Dryer/Blaster**
(Please tick) **£65.00** (Please tick) **£130.00**

Clipper & Dryer Maintenance/Repair Service

At Christies Direct we pride ourselves on giving you the very best service and this includes our Master Service department. Right from you informing us of the problem, until we despatch your item back to you, you can be sure that your repair will be completed to the very highest standards and with manufacturer trained technicians. We are so confident in our workmanship that we will guarantee our repairs for 60 days from the date it leaves our workshop. (T & C's apply)



The Master Service Guarantee

With each repair, you will receive a full engineer's report detailing the work and parts used. Your repair is guaranteed for a period of 60 days from date of despatch, this means that if any parts which we have replaced fail within 60 days, then we will re-repair it and return the machine to you free of charge. If another part fails within 60 days, then you will only pay for that particular part and the labour charge will be free.

If you require an item serviced or repaired, then please use the following procedure in order to ensure a speedy and efficient service;

Call Christies Direct and ask for Master Service Dept to book in your repair(s). We would appreciate it, if all repairs could be pre-booked as it greatly speeds up the repair process. If we are collecting the item by our courier, remember it is your responsibility to ensure that the item is properly packaged. We cannot accept liability for any item which arrives to us damaged.

Please ensure that you include your contact details and details of the fault with the machine.

If you have asked for an estimate, then we will contact you with details of the repair charges and ask for details of how you wish to pay.

Please note that it greatly speeds up the repair process if you use our Express No-Quote Service. For blade and scissor sharpening, please use the separate order form which is available.

Please send repairs to: **Master Service, 16 Finvoy Road, Ballymoney, Co. Antrim, BT53 7JE**

Please call Master Service for more details on: **UK/NI: 028 2766 6879 or Rol: 048 2766 6879**