



GARRICK STEVENTON - THE PIANO SPECIALIST

4, SQUARE CLOSE, TURVILLE, HENLEY-ON-THAMES, OXFORDSHIRE RG9 6QY.

TEL: 01491.638473 / 07973.311721 E-MAIL:kawai@macunlimited.net www.garricksteventon.co.uk

TERMS OF BUSINESS

Our Contract

When making an appointment to tune or repair your piano, whether by telephone, text or e-mail, a contract has been made.

What you can expect from me

I am committed to providing the highest standards of service and tuning regardless of the quality and condition of your piano.

I will give an arrival time which will be within a one hour slot. I will be as prompt as I can but my timing will be dependent on traffic conditions and preceding jobs. If I run late, and my arrival time is likely to be outside of the hour slot, I will do my best to contact you. Should you require a time more specific than that suggested, every effort will be made to accommodate.

I don't employ any other tuners. An appointment made with me will result in a tuning by me.

A tuning generally takes between 1 and 1½ hours. Minor adjustments can usually be undertaken within this time. Whenever possible, the piano will be tuned to A=440. If I think this would be unwise, I will discuss it with you, and then carry out the tuning as per your instructions. A price for tuning will be quoted, and no further charges will be added without your prior agreement. If in my opinion your piano cannot be tuned, or it is unlikely that it will stand in tune for a reasonable length of time, I will again discuss it with you and act as instructed. A call out charge of 50% of the tuning fee will be made to cover my expenses should it be decided that the piano is beyond economical repair.

I offer a 'mark forward' appointment or general reminder system at no extra cost, if required.

I am fully covered by Public Liability Insurance provided by the Pianoforte Tuners Association.

What I would expect from you

That you remember the appointment. If I arrive during the appointed time slot and am unable to gain access to the piano, I will wait for 20 minutes. If I am still unable to gain access, I reserve the right to post an invoice for the full cost of the tuning. This is common practice with many self-employed professionals.

In schools, colleges, halls and other public areas, please bear in mind that a quiet environment is required. If I am prevented from working on the piano because of other activities in the same room, I reserve the right to post an invoice for the full cost of the tuning.

Please note that unless 48 hours notice is given of intention to cancel or re-arrange an appointment, I reserve the right to make a charge of 50% of the tuning fee.

This version replaces all previous versions

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