Clock Repair Terms

W J Morris Clocks - Terms & Conditions

Please print and sign the document in order to authorise a repair and attach/place the document with your timepiece. Alternatively, request a 'Terms and Conditions' printout when you drop off a repair at our premises, or receive a home visit repair.

To access our clock repair service, please agree to the following terms and conditions:

Clock Repairs

1. If you require an estimate before committing to a repair or service, please note that we may need to dismantle your clock to assess it. We cannot guarantee the clock's functionality after this process (unless the work is carried out), even if it worked previously.
2. You will be given an estimated completion time for your repair when you leave your clock with us. We will call you as soon as the work is complete and the test period is over. Calls for progress updates will slow us down and are unnecessary.
3. Due to variations in local conditions, you may need to adjust the timekeeping (speed) of your clock when it is in its final position in your home. If you are unsure of how to speed up/slow down your clock, please ask before you leave the shop.
4. Learning to balance your clock and keep it “in beat” is part of the joy of owning a mechanical timepiece. We are happy to show you this process before you leave the shop, and if you later need more support, feel free to call for advice.
5. A complete service from us is guaranteed for one year. However, due to the mechanical nature of clocks, this does not include:

- **Mainspring**
- **Broken glass**
- **Damage caused by misuse**
- **Gut line**
- **Broken teeth or wheels**
- **Broken hands**

Please Note: Due to the delicate nature of any ageing timepieces, the need for further work may become apparent after the clock has been returned. This is covered by our guarantee.

Home Visits

1. Home visits are subject to a non-refundable call-out charge.
2. We cannot guarantee your home visit within a specific timeframe.
3. You will be given a four-hour time slot for your home visit. We cannot give an accurate time due to external influences.

4. Regarding the Long Case/Grandfather set-up. Once we have set up your clock, we are unable to rebalance it repeatedly if it is moved for any reason, unless a call-out fee is paid in advance.

PLEASE BE ADVISED: Whilst every effort is made to ensure a successful repair, we are sometimes restricted in what is achievable by the age or quality of the item.

I have read and agree to the terms and conditions.

Name_____ Date _____

Clock Repair / Service Terms

Before we can begin work on your clock, please review and agree to our terms and conditions.

Repair Assessment

If you would like an estimate before proceeding with repairs, please note that we may need to dismantle your clock for a full evaluation. This process can affect the clock's performance, even if it was previously working, unless the recommended repairs are completed.

Repair Timeline

Upon leaving your clock with us, you will receive an estimated completion time. We will contact you once your clock has been repaired and tested. We kindly ask that you refrain from calling for updates, as it disrupts our workflow and is unnecessary.

Adjusting Your Clock

Due to differences in home environments, you may need to adjust your clock's speed after it is returned. If you are unsure how to make these adjustments, please ask us before leaving the shop.

Maintaining Your Clock

Learning to balance your clock and keep it "in beat" is an essential part of owning a mechanical timepiece. We are happy to demonstrate this process in the shop, and you are welcome to call us for further advice if needed.

Guarantee Coverage

Our complete service is guaranteed for one year. However, this guarantee does not cover:

- **Mainspring**
- **Broken glass**
- **Damage resulting from misuse**
- **Gut line**
- **Broken teeth or wheels**
- **Broken hands**

If additional repairs become necessary after your clock is returned, these will be covered by our guarantee.

Home Visits

Home visits incur a non-refundable call-out fee. We are unable to guarantee an exact arrival time, but you will be given a four-hour window.

Long Case/Grandfather Clock Setup

After setting up your clock, we cannot repeatedly rebalance it if it is moved, unless a call-out fee is paid in advance.

Repair Limitations

While we strive to repair every clock to the best of our ability, the age and condition of some items may limit what we can achieve.

I have read and agree to the terms and conditions.

Name_____ Date _____