

Robinson Electronics



www.RobinsonElectronics.com

Warranty and Policy

Parts

We use only "OEM" Original Electronic Manufactured parts when possible.

We may use or substitute generic or universal parts on some repairs, minor repairs or parts NLA.

All parts or materials used are of first quality, and are covered by the manufacturer warranty, or shop warranty if specified on invoice, usually 30 to 90 days.

(Only parts installed or replaced are covered).

No warranty on picture tubes, or picture tube damages.

Warranty does not cover defects resulting from accidents, damage incurred in shipping, alterations, unauthorized repair, failure to follow instructions, misuse, neglect, fire, flood, normal wear and tear, and acts of God.

If we have to order parts, most orders arrive in 3 days - regular ground service.

Parts that are back-ordered may take extended time for availability & shipping.

Parts ordered "**pre-approved**" for repairs, that are later declined or not picked up will be charged a restocking fee.

Diagnostic Estimate

All work is performed by qualified technicians.

We value our time as you do, so to provide quality service and keep our charges as low as possible **we only provide a limited warranty on labor charges.**

Units dropped off for an estimate or repair are subject to an estimate (diagnostic) charge.

After we check out your unit, we will contact you with an preliminary diagnostic estimate.

This is usually a rough estimate, and is not a quoted repair price, **unless we specify an exact amount.**

Some repairs may be done at the time of estimate to confirm operation, and reliability.

Repairs may also be completed at time of estimate if it falls within our minimum labor repair charges.

Check Cashing Policy

Our minimum shop fee for (minor repairs) is \$55.00.

We accept all major credit cards.

A \$25 charge will be issued on returned checks (insufficient funds).

A \$25 charge will be issued on all (stop payments) for any reason.

Non-local (business checks) are accepted, providing we have proper identification first.

All checks will be verified first, "**electronic check approval system**".

All personal checks are electronically pre-approved first.

Valid ID's will be required for all checks, (Driver's license).

A valid street address must be provided for all checks with PO Boxes.
For your convenience, we do accept debit / ATM cards.

Check Policy - If your check, bankcard (debit or credit) charge, or other instrument or electronic transfer Transaction used to pay us is dishonored, refused or returned for any reason, we reserve the right to Electronically debit your account of the attempted payment, plus a processing fee up to the amount allowable by law and any applicable sales tax. Your bank account may be debited as early as the same day such initial Payment is dishonored, refused or returned.

Authorization to convert your check to electronic funds transfer debit - By giving us your check for deposit, You authorize us to send the information from your check electronically to your bank for payment. Your bank Account will be debited in the amount of your check as early as the same day we receive your payment, and the transaction will appear on your bank statement. Your original check will be destroyed once processed, and you will not receive your Cancelled check back. You may be presented with an image copy of your cancelled check for payment.

All telephone calls at our business are recorded for security purposes.

We respect our customers privacy. No information will be given, without consent!

Repairs and Refunds

No claims, warranties, or refunds will be considered without your invoice.

If a problem does arise **within (30) thirty days** after a repair has been performed. Please call our office as soon as possible to report the problem.

We will be happy to check it out again at no charge.

If the symptom or malfunction is from the original repair, we will repair it at no extra charge.

Please note:

Different circuits may produce the same or similar symptoms.

Warranty only applies to the original circuits repaired.

Other charges may apply, depending on repair status!

We will make every attempt to satisfy our customers.

We may provide a refund at our discretion.

Estimates & minimum labor charges are not refundable.

Some repairs may not be covered under any warranty.

If so, it may be noted on the invoice.

All service call estimate charges are non refundable -

Service call charges paid, may be applied to total charges if repaired, at our discretion.
(The fee for a service call is for trip charge & estimate time to check unit).

All shop estimate charges are non refundable, but may be applied to total charges if repaired.

Liability

We will not be held responsible for any damages to, or from, resulting from a damaged or defective set that has not been repaired by us.

Any damage to customers property that is a result from there damaged or defective set, is there responsibility. We assume no liability for damages.

We will not be held responsible for damaged tapes left in VCR'S, and / or Camcorders.
We will not be held responsible for damaged disc's left in CD players or DVD players.
We will try to save them.

We cannot hold goods after **(15) fifteen days** from date of estimate - depending on repair status.

We will not be held responsible for any goods uncalled for after (15) fifteen days.

Storage fees may apply if units are picked up after 15 days.

Unless arrangements have been made.

All units or goods left will be sold or discarded at our discretion!

We appreciate your business.

Repair & Storage Policy (15) Fifteen Days

Estimate: "Diagnostic Charges & Fees"

Units dropped off for an estimate or repair are subject to an estimate (diagnostic) charge.

All estimate fees must be paid when units are dropped off.

Due to the problems associated with the repair of today's Complicated & Contemporary Electronic

Equipment & the costs involved. We ask that you pay a (nonrefundable) estimate fee in advance.

Estimate charges must be paid in advance before any unit can be checked out.

If your unit is repaired, fee's paid may be deducted from total charges, at our discretion.

A portion of the fee is applied toward disposal of the unit if not picked up for any reason.

All estimate (diagnostic) fees are non refundable.

All estimates paid may be applied to repair charges if we repair the unit, at our discretion.

Our policy is, that if a unit is not picked up, or any arrangements made to pick up the unit. It will be sold or discarded at our discretion "**after (15) fifteen days**" depending on repair status.

* If after (15) fifteen days you request to pick up the unit. The following charges will apply. Storage fees, parts fees (if any), and or repair charges. No exceptions.

***Storage Fees:**

After (15) Fifteen days, storage fees will apply until unit is picked up.

Note:

***Units may already be sold or discarded.**

We value your business and we apologize for any inconvenience.
Thanks for your indulgence.

All current charges and terms are subject to change without notice.

*"Unit", "Units" or "Goods" = any and all electronics.

Signing the front of invoice indicates you have read, and agree to the terms of this policy.

Policy may be amended at any time without notice.



For a copy of our Business Policy in Acrobat pdf.

For comments or suggestions about this site, please email the **Webmaster**.

