

ROGER GORDON CLOCKMAKERS, LTD

Fine Clockmakers Since 1976

320 W Oak Street, Titusville, PA 16354 · Toll free 1-888-329-0309 · www.rogergordonclockmakers.com

AUTHORIZATION FOR ESTIMATE OF CLOCK REPAIR

Clocks received without this signed form will not be inspected or quoted.

I am requesting and authorizing Roger Gordon Clockmakers, Ltd ("the Shop") to inspect the clock described below and prepare a repair estimate. I understand I am not obligated to accept the estimate. If I do authorize the work, I agree to the following terms:

1. **Deposit.** The Shop will require a deposit of 10% of the estimate by credit card. The deposit confirms my authorization and is non-refundable. No other forms of payment are accepted.
2. **Estimate range.** I authorize the repair to be completed within plus or minus 10% of the estimate. The Shop will contact me for approval before exceeding that range.
3. **Estimate validity.** Estimates are valid for 30 days from the date issued. After that, the Shop may re-quote the work.
4. **Return shipping.** I will pay return shipping, calculated when the work is complete or the estimate is declined. Return shipments go by UPS with signature required. Due to potential damage liability, we only use UPS.
5. **Completion time.** Most repairs are completed within 1 to 16 weeks of authorization. This is custom work on antique mechanisms, and some repairs take longer. The Shop will keep me informed of significant delays over 26 weeks.
6. **Advance payment.** Some work requires payment in full in advance. The Shop will tell me if this applies to my clock.
7. **Grandfather clocks.** Floor clocks are to be installed and set up by a local clock professional at my expense.
8. **Ownership.** I certify that I am the lawful owner of this clock and am not acting for a third party.
9. **Declined estimates and abandoned clocks.** If I decline the work, I will pay for packing and return shipping within 30 days of receiving the estimate. If payment is not received within 60 days of receiving the estimate, and after written notice to my email or mailing address on file, I agree that the clock is abandoned and the Shop may sell or dispose of it, at their discretion, to recover its costs.
10. **Storage.** Finished clocks not paid for and shipped within 30 days of the invoice date may be charged storage of \$50 per month or portion of a month.
11. **Inbound shipping.** The Shop is not liable for damage to clocks that arrive improperly packed. I will use a professional packing service (such as The UPS Store or FedEx Office) and insure the package for replacement value.
12. **Condition of antique parts.** Antique cases, dials, glass and movements may have hidden wear, prior repairs or brittle parts. The Shop is not responsible for pre-existing damage or for failure of original parts that are not part of the authorized repair.
13. **Communication and photographs.** I consent to the Shop contacting me by phone, text message and email about this repair. The Shop may photograph the clock and its movement for its records and may use those photographs in its publications and marketing without identifying me.
14. **Warranty.** I have read and understand the limited one-year warranty that accompanies this form.
15. **Payment disputes.** Credit card chargebacks and returned checks will be contested, and any unpaid balance plus collection costs will be referred to collections.
16. **Shipping address.** All clocks are to be shipped to: Roger Gordon Clockmakers, Ltd, National Repair Center, 320 W Oak St, Titusville, PA 16354, or dropped off at Infinity Jewelers, 306 Walnut Street, Lawrenceburg, IN.

OWNER AND CLOCK INFORMATION

OWNER	CLOCK		
Printed name		Make / maker	
Signature		Model or style	
Date		Serial number	
Billing address		Approximate age	
City, State, ZIP		Description (case, dial, movement)	
Mobile phone		Is the clock running? (Y / N)	
Other phone		Declared value (\$)	
Email		Pendulum enclosed? (Y / N)	
Shipping address (if different)		How did you hear about us?	

DESCRIBE THE PROBLEM AND THE REASON YOU ARE REQUESTING REPAIR

What is the clock doing or not doing? When did it start? Has anyone worked on it before? What outcome do you want (running, chiming, cosmetic, full restoration)?

Customer description

Owner signature confirms acceptance of all terms above.

BEFORE YOU SHIP: Include this signed form in the package. Send pendulums for all wall and mantel clocks. Do not ship weights, keys, or ornamental pieces. Use a professional packing service and insure for replacement value.

WE DO NOT REPAIR: music boxes, battery clocks, electric clocks, cuckoo clocks, or alarm clocks.

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LIMITED WARRANTY

Coverage. Work completed by Roger Gordon Clockmakers, Ltd is covered by a limited one-year warranty from the invoice date, unless a longer warranty is stated in writing on the invoice. The warranty covers defects in our workmanship and in parts we supplied. It applies to the original owner only and is not transferable.

Not covered

- Normal periodic adjustments, including time calibration, beat adjustment and chime hammer adjustment.
- Damage from shipping, moving, improper setup, or operator error.
- Damage caused by work performed by anyone other than the Shop, including the owner.
- Failure of original parts that were not part of the authorized repair.
- Cosmetic wear to cases, dials and finishes.

A note on adjustment. Every mechanical pendulum clock needs its beat set after it is moved or shipped, and its rate adjusted over the first few weeks. Owners should learn to "adjust the beat"; it is normal maintenance, not a defect. We are glad to walk you through it by phone.

Warranty claim procedure. To keep the warranty in force, follow these steps if a repaired clock does not run properly after you receive it:

1. Call us promptly at 1-888-329-0309 x1 to report the problem.
2. We will determine whether the problem can be resolved over the phone or whether the clock needs to come back to the Shop.
3. If it needs to come back, we will issue a Return Authorization Code. Write it on the form below, include the form in the package, and write the code on the outside of the package.
4. We do not reimburse shipping costs for warranty repairs.
5. If we find the problem was caused by operator error, shipping damage, or no fault is found, the owner will be charged for shipping both ways.

Clocks returned without a Return Authorization Code may be refused or treated as a new repair.

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WARRANTY RETURN FORM

Complete this form and include it in the package. Write the Return Authorization Code on the outside of the box.

Return Authorization Code (required): _____

Original repair invoice # (required): _____

OWNER	CLOCK		
Printed name		Make / maker	
Signature		Serial number	
Date		Description of clock	
Billing address		Date clock was received back	
City, State, ZIP		Declared value (\$)	
Mobile phone			
Other phone			
Email			
Shipping address (if different)			

DESCRIBE THE PROBLEM

What is the clock doing or not doing since it was returned to you?

Ship to: Roger Gordon Clockmakers, Ltd, National Repair Center, 320 W Oak St, Titusville, PA 16354