

Terms and Conditions

Your personal details will only be used for the purposes of contacting you regarding your repair, including any required financial transactions. This would be either by Teleradio Expert Service Limited or in a form of feedback survey from your warranty provider. Your details will not be passed on to any other organisation without your permission.

The exception to this is if we are required to submit a report either to the Police or other Regulatory Body for legal reasons which we are able to verify. An example of this would be if we identify footage on your product, the content of which is found to be of a nature we believe may be illegal.

If your repair is covered under manufacturer's warranty please remember to include a copy of the original purchase receipt. If your repair is covered by an extended warranty policy please ensure to provide a copy of your extended warranty policy.

Please be advised that on some occasions, to complete a repair we may be required to update the software / firmware of your product.

The repair to your unit may result in some loss of personal footage; Teleradio Expert Service Limited disclaims all liability for the loss of such data and any other loss or consequential loss or damage.

Your product upon repair will be returned in original specification. This may include (but is not limited to) return to region code 2 on DVD product, specialist set up etc.

If requesting a repair under warranty; please ensure that your product is eligible before sending/contacting. If it was both sourced and purchased within the European Economic Area and within twelve months, it will be covered under normal guarantee terms. If purchased outside of the European Economic Area it may be Chargeable. Please provide your remote control.

We aim to complete repairs within our target turnaround time of 10 working days subject to spares availability.

If, on a warranty covered item, there is no fault found, your product will be returned to you or you will be notified to collect your item.

If the problem is found to be one that is not covered under the terms of the warranty, or if the unit item is found to be one that does not qualify for repair under warranty, an estimate will be raised and provided to you via post.

Once the repair is completed you will be contacted by telephone to confirm completion and either arrangement for us to return or for you to collect.

If you require an estimate, you will be charged an initial inspection fee; payable at the time of booking item in; this charge will be redeemable against the final cost of repair. If for some reason the inspection fee is not taken at the point of booking in, it will then be taken on either refusal of the estimate or on completion of the work.

If you have telephoned us and require a call out on an out of warranty item, the call out fee agreed during this telephone call will be payable on arrival. If for some reason this is not taken on arrival we will collect this fee either on refusal of an estimate or on completion of the work.

Upon receipt of your item an estimate will be raised and provided to you via post within our target time of 10 working days.

If there is no fault found, you will be notified and arrangements to either delivery back or for you to collect would be made.

Once an estimate is accepted a repair will be completed within our target turnaround time of 10 working days subject to spares availability.

Once a repair is completed, we will confirm this to you via telephone, payment will then be taken and arrangement can then be made for you to collect or alternatively returned to you.

Warranty Terms and Conditions

These are unaffected and remain as with your warranty provider, unless we provide a chargeable repair, then we give 90 days warranty on parts fitted.

Estimates

Following issue of an estimate, if we receive no communication, we will contact you a second time, in writing, 10 days later, if again we receive no response, we will write to you a further 10 days later. If there is no response to the final communication within 10 days from the date of the letter, the product will be disposed. Estimates are only valid for 30 days.

After refusing an estimate, you can either:-

1. Collect the item, or have it returned to you (if we collected)
2. Arrange for Teleradio Expert Service Limited to dispose of item for you (written confirmation of this may be required via e-mail or letter)

Completed repairs

Once a repair is completed, we will confirm this to you via telephone, if collection has not been made, we will contact you a second time, in writing, 10 days later, if again the item is not collected, we will write to you a further 10 days later. If there is no response to the final communication within 10 days from the date of the letter, the product will be sold to cover the cost of repair.

Telephone Calls

Please note that all calls made to Teleradio Expert Service Ltd may be recorded or monitored for training and quality purposes.

We trust the above information will be of assistance to you. However, if you should have any additional questions, please do not hesitate to contact us and we will endeavour to assist.