

**GENERAL TERMS AND CONDITIONS FOR CLIENTS OF ROBERTS PIANOS,
OXFORD (RP) - last up-dated 23-1-20**

Piano reservation:

A piano can be reserved by paying a 10% non-refundable but transferable deposit, OR £150 to reserve for 1 week if clients haven't seen or tried the piano yet. The reservation would last for a week from date of payment. A reserved piano will not be sold or rented during this period.

Piano purchase guarantee: (- see rentals terms too)

The 5 year Roberts Pianos guarantee is valid if the piano is...

- 1 - moved by our associated removal firms or one we recommend;
- 2 - stored in a suitable environment, i.e. temp from 15-28°C, humidity from 30-70%, out of direct sun. If kept in a room with **underfloor heating**, special conditions apply...please ask. Guarantee may be void if you do not.
- 3 - tuned at least once a year by us or our associated tuners; all repairs and maintenance done by us or associated tuners, or a tuner from PTA recommended by us.

The guarantee covers everything mechanical, except for tuning or damage to the case. In particular, keep wet or hot items off the piano e.g. glasses, cups, plants. Strings broken during tuning by RP tuners will be covered.

Digital Piano Warranty

Kawai instruments have a 5 year guarantee on parts and labour. Ask us for details. Casio offers different warranties on different products, including parts and labour.

Piano purchase/restoration follow up services:

During reconditioning:

The estimated cost, usually given in an e-mail, is not a *quote* but an *estimate* - additional unforeseen repairs may be found to be needed, during the reconditioning e.g. moth damage. This would be charged at the usual rate i.e. labour @ £75 +VAT. We will do our best to consult clients before extra work is carried out, especially if it's cosmetic.

But if necessary we will do extra repairs without notice (in addition to the agreed work) costing up to £100, but only if we're unable to contact the client beforehand e.g. broken bass string. Spare parts are normally new, and guaranteed for 1 year.

*Repairs and follow-up visits are done for clients in their home on the same conditions and charges, whether during a regular tuning or extra planned visit.

Tuning/assessment: (see also *Repairs above)

Once a booking for tuning is made we do all we can to keep to the arrangement. Occasionally a tuner is ill or unable to attend for some other reason, and we may send another tuner without notice. If the tuner is delayed, he/she will try to contact the client by phone. If more than 30 minutes late, we will offer an alternative date for the tuning in the normal way.

There's no charge for cancellations more than 24 hours before the due time. But if the client cancels the appointment within 24 hours, by phone-call to the tuner or by e-mail to RP, there is a 50% charge. Without notice, or if the client is not at the address up to 15 minutes after the appointment, we will charge the full amount to cover our travel and time costs.

If the client asks for additional work to be done, beyond what was planned (e.g. fixing a squeaky pedal, small adjustments etc.) we will try to do this. But if it takes more than 30 minutes, or needs an extra appointment, this will be charged at the usual rate of £70 +VAT.

Renting from us:

The piano remains the property of Roberts Planos (or its owner) at all times. Renters are expected to take every care of the piano, both as an instrument and a piece of furniture. No modifications are allowed to be made in any way without consulting RP.

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2 - stored in a suitable environment, i.e. temp from 15-28°C, humidity from 30-70%, out of direct sun. If kept in a room with **underfloor heating**, special conditions apply...please ask.

3 - tuned at least once a year by us or our associated tuners; all repairs and maintenance done by us or associated tuners, or a tuner from PTA recommended by us.

When returned to RP, if there is more than 1 hour's work to bring the piano back to good condition ready for sale, because of necessary cleaning or repairs, then RP will charge the rental client for this time @ £70 per hour + VAT. The maximum amount for this work will be the original sale value of the piano.

If unavoidable, RP would collect back a rented piano and replace it with a similar one at 2 week's notice, at no extra cost to client for delivery/collection.

Storage:

We charge a monthly amount, to be agreed depending on the item. If the charges are unpaid we will remind the client 3 times over a month by e-mail, letter, and/or

phone. But if the charges remain unpaid for 6 months, we reserve the right to sell the stored piano etc. to recover our costs.

GDPR:

Your personal data is kept safe, and we don't use cookies on our website. See *Privacy Notice*.