



## Terms and Conditions

1. All repairs carried out by The Fix it Group 23 are performed at the customer's own risk. Experienced volunteers conduct the advice and repair service, and there is no charge. Still, donations are welcome to cover costs, including purchasing tools and equipment and developing the service.
2. PLEASE NOTE: Dangerous tools and equipment are present and sometimes used in repairs. Parents must exercise control over and be responsible for their children's behaviour whilst attending the event run by The Fix it Group 23 .
3. All customers are required to complete the booking form for The Fix it Group 23 records before any repairs can be contemplated. The Fix it Group 23 is GDPR compliant, and all information provided is treated with the utmost confidence and never passed to a third party. A copy of our Privacy Policy is available on request.
4. Neither the Trustees of The Fix it Group 23 nor the repairers in personal capacities or otherwise are liable for any loss or injury whatsoever that may result from any repair carried out or for any advice or instructions given and used at a later date.
5. Neither the Trustees of The Fix it Group 23 nor the repairers in personal capacities or otherwise are liable for any accidental damage that may occur to either visitors' goods or personal effects during visitors' time at the sessions.
6. The customer is responsible for providing any consumables, such as leads, plugs, fuses, zips, etc. that may be needed to complete a repair fully.
7. Repairers offer no guarantee for any repairs carried out with or without their help and are not liable if any repaired items do not work properly at home or break down again in the future.

8. After an initial assessment of an item, repairers are fully entitled to use their discretion and refuse to repair an item should they so decide.
9. Customers are responsible for removing all items that cannot be repaired.
10. A maximum of ONE item per person will be examined. Should time allow, extra items may be considered for examination and assessment.
11. Items will be examined on arrival in reception, and The Fix it Group 23 reserves the right to refuse to accept for repair any item that is considered too dangerous and/or damaged or obviously beyond repair. In particular, items that cannot be operated safely indoors (e.g. petrol-engine machinery) cannot be accepted.
12. The Fix it Group 23 takes no responsibility in any form whatsoever for any item, repaired or otherwise, once it has left the premises where the Repair Café session is taking place.

### **Version Control - Approval and Review**

This policy was adopted by The Fix it Group 23, a community interest organisation.

Version Number	Approved By	Approval Date	Main Changes	Review Period
1.0	Board of Trustees	Nov 2023	Initial draft approved.	Annually
1.1	Board of Trustees	April 2024	<ul style="list-style-type: none"> <li>• Changed branding and wording from MMCV Repair Cafe to The Fix it Group 23 branding.</li> </ul>	Annually