

A warm welcome to



House Rules

PLEASE NOTE: IT IS IMPORTANT THAT YOU READ AND SIGN THAT YOU AGREE TO OUR HOUSE RULES AND DISCLAIMER, BEFORE WE CAN HELP YOU WITH A REPAIR.

1. All repairs carried out at the Repair Café Kenilworth (ReCK) are performed at the customer's own risk. The advice and repair service is conducted by experienced and competent volunteers at no charge, but donations are welcome to cover costs including the purchase of tools and equipment and the development of the service.
2. The item that the customer brings in for repair should be as clean and hygienic as possible.
3. All customers are required to complete the registration form overleaf for ReCK records before any repairs can be considered. A separate registration form must be completed for each item.
4. ReCK 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 our website.
5. Customers are expected to remain with the repairer while the repair is being carried out to see how the repair is being done and to learn new skills. Items should not be left with the repairer and collected later. However, where the repair itself makes this necessary and the repairer offers to complete the repair at home, neither the repairer nor ReCK can assume any responsibility for safekeeping. The repairer and customer must then also exchange contact details.
6. Neither the organisers of ReCK 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 later.
7. Neither the organisers of ReCK 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.
8. The customer is responsible for providing any consumables such as leads, plugs, fuses, zips, etc. that may be needed to fully complete a repair. Advice will be given on what is required.
9. 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.
10. After making an initial assessment of an item, repairers will use their discretion and refuse to repair an item should they so decide. Customers are responsible for the removing unrepairable items.
11. Items will be examined on arrival in reception and ReCK reserves the right to refuse to accept for repair any item that is considered too dangerous and/or damaged or obviously beyond repair.
12. ReCK takes no responsibility in any form whatever for any item, repaired or otherwise once it has left the premises where the Repair Café session is taking place.
13. Parents must exercise control over, and be responsible for, their children whilst attending the Repair Café Kenilworth. Potentially dangerous tools and equipment are present in the repair zone.

Repair Café Kenilworth is a Not-for-Profit Organisation. Any surplus funds will be used to develop our Repair Café or support the Repair Café movement locally.

August 2021