All work carried out at Cumbria Clocks is in accordance with the code of practice issued by the British Horological Institute. (See the B.H.I. Web site, [www.bhi.co.uk](http://www.bhi.co.uk/)). A copy is also available for inspection at our workshop.  
  
I try to complete all repairs by the estimated time. However, each repair is different and there will be occasions where a clock will have additional repair complications. Although I endeavour to spot all faults before work commences, some faults can only be identified once the clock is dismantled, e.g. Wheel pivots   
  
The price I quote is an estimate. This is a guideline and usually covers a full servicing regime. In the event of Cumbria Clock Repairs finding extra items not discovered in the first estimate, I will contact you and the situation can be discussed, the original estimate may have to be revised before further work is carried out.  
  
All clocks are completely overhauled, and our intervention is guaranteed for a period of 12 months. This guarantee does not cover the following:

1. A broken spring, fusee or weight line, chain, or wire, or damage resulting from any of these failing. Pendulum suspension springs are not guaranteed against bending out of shape.
2. The cost of the clock maker travelling to and from your home to carry out adjustments.
3. Part jobs are not usually guaranteed .
4. Misuse, tampering, or failure to carry out any advice given.
5. Further adjustment of a pendulum for timekeeping rate will incur a charge if a house visit is required.

Photographs are taken of all clocks to record their overall condition, any visible defects will be catalogued and will be pointed when the clock is received at the workshop.  
  
Payment is due for repairs at the point of hand over, under no circumstances will credit be given.  
  
Any clock not collected within 4 months of written notice that the work has been completed, may be sold to recover the cost of repairs. During the four months period a storage charge may apply.

Cumbria Clocks endeavours to maintain the best possible relationship with its clients, please contact us without delay regarding any issues or problems you may have.