

ROGER GORDON CLOCKMAKERS, LTD
320 W OAK STREET
TITUSVILLE, PA 16354
TOLL FREE 1-888-329-0309
WWW.MIDCOASTCLOCK.COM

AUTHORIZATION FOR ESTIMATE OF CLOCK REPAIR
(clocks received without this signed form will not be quoted)

This is a request and authorization for Roger Gordon Clockmakers, Ltd, to inspect my clock as described below for the purpose of obtaining an estimate for repair. I understand and agree that I am not obligated to accept the estimate; however, if I agree to have the work completed, I agree to the following terms:

1. Roger Gordon Clockmakers, Ltd, will require a deposit by VISA or MasterCard, which confirms my authorization for the repair. I agree and understand that this deposit is non-refundable.
2. I am authorizing the repair to be completed within +/- 10% of the estimate.
3. I agree to pay the return shipping costs which are calculated at time of completion of the work, and that such return shipments will be shipped via UPS with a signature required for delivery. Other shipping arrangements may be available at additional costs
4. While repairs in general are completed within 1 - 12 weeks of my authorization, I understand that this is custom work and that at times it may require longer than 12 weeks for completion.
5. I understand and agree that some work will require payment in full in advance by check or money order.
6. I understand that it is assumed by Roger Gordon Clockmakers, Ltd, that all grandfather clocks will be installed by a local clock professional at the owner's expense.
7. I certify that I am the lawful owner of the clock and not a third party to this transaction.
8. I further understand that if I do not want the work to be done, I will provide Roger Gordon Clockmakers, Ltd payment for packing and shipping my clock back to me within 30 days of receiving the estimate. If I do not provide return shipping payment within 30 days, I authorize Roger Gordon Clockmakers, Ltd to dispose of my clock as they see fit.
9. I understand that Roger Gordon Clockmakers, Ltd will not be liable for damage from improperly packed clocks shipped to them. I also acknowledge that it is recommended that a professional packing service be used such as UPS Store or FEDEX Kinkos. I understand that the package should be adequately insured for replacement value.
10. I have read and understand the terms of the limited one year warranty at the bottom of this page.
11. I understand that credit card charge backs are the same as NSF checks and will be collected and/or prosecuted accordingly.
12. All clocks should be shipped to Roger Gordon Clockmakers, Ltd, National Repair Center, 320 W Oak St, Titusville, PA 16354

PRINTED NAME OF OWNER

SIGNATURE OF OWNER

DATE: _____

BILLING ADDRESS: _____

CLOCK INFORMATION:

CITY,ST,ZIP: _____

MAKE: _____

MOBILE PHONE: _____

SERIAL # _____

OTHER PHONE: _____

DESCRIPTION OF CLOCK

EMAIL: _____

SHIPPING ADDRESS: _____

DECLARED VALUE \$ _____

DO NOT SHIP WEIGHTS OR OTHER NON ESSENTIAL PARTS SUCH AS KEYS AND ORNAMENTAL PIECES. PLEASE SEND PENDULUMS FOR ALL WALL AND MANTLE CLOCKS.

WE DO NOT REPAIR THE FOLLOWING TYPES OF ITEMS: MUSIC BOXES, BATTERY CLOCKS, ELECTRIC CLOCKS, CUCKOO CLOCKS, ALARM CLOCKS.



ROGER GORDON^{LTD}

Fine Clockmakers Since 1976

LIMITED WARRANTY

Work completed is covered by a limited one year warranty unless notified in writing of a longer warranty. Normal periodic adjustments such as calibration of time and chime hammer adjustments are not covered by warranty. Owners of mechanical pendulum clocks should familiarize themselves with "adjusting the beat." These types of adjustment are periodically required of a mechanical clock and especially after shipment or moving of clock. If a repaired clock is found to be faulty upon receipt from Roger Gordon Clockmakers, Ltd, customer must follow the following procedure so as to not void your warranty.

1. Call us immediately to notify us of the problem 1-888-329-0309 x1
2. We will determine if the problem requires a technician's assistance over the phone or if the clock needs to be returned.
3. If the clock needs returned, we will provide a Return Authorization Code that must be put on the form below and included in your package and written on the package label.
4. We will authorize a prepaid UPS label to be emailed to you for the return of your clock to us. We will not reimburse you for shipping charges if you choose another method. If it is determined that the clock's malfunction was due to operator error or if there is no problem found, we will charge the owner for shipment of clock.

Return Authorization Code: _____ (Required)

Original Repair Invoice #: _____ (Required)

PRINTED NAME OF OWNER _____

SIGNATURE OF OWNER _____

DATE: _____

BILLING ADDRESS: _____

CLOCK INFORMATION:

CITY,ST,ZIP: _____

MAKE: _____

MOBILE PHONE: _____

SERIAL # _____

OTHER PHONE: _____

DESCRIPTION OF CLOCK

EMAIL: _____

SHIPPING ADDRESS: _____

DECLARED VALUE \$ _____