

# Time After Time Policies Agreement

## **POLICIES**

### **Turn-Around-Time Policy:**

Time After Time works on a variety of clocks both at the store location and in the home of customers. It is important to understand that this leads to a variation in “turn-around-time” for all services including lubrications, repairs, and restorations. Expected “turn-around-times” are as follows: 3 Months for simple jobs and 9 Months to 1 Year for complex and complicated jobs. Due to the following:

- “In-stock”/“out-of-stock” items, parts, supplies, and/or backorders from manufacturers
- The level of complexity and./or difficulty of your job
- The quantity and complexity of jobs to be completed before your clock job
- The solving of intermittent/persistent problems with your clock or others brought in before your job
- Delays due to outsourcing of parts and/or equipment
- Testing and timing of your clock
- Personal Time Off due to holidays, health and wellness, bad weather, and other unexpected situations

Due to these variables and in order to prevent further conflicts or confusion of when your clock will be ready, a call will be provided to you when your clock is indeed completed and ready to go home.

Thank you for your patience and understanding.

Initial Here: \_\_\_\_\_

### **Down Payment Policy:**

Time After Time requires a **50% Down Payment** for all repairs. This payment is non-refundable and authorizes Time After Time to start the repair process on your clock.

**\*\*\*NO EXCEPTIONS\*\*\***

Initial Here: \_\_\_\_\_

By signing your name below, you agree to the policies above and acknowledge that a copy of this policy statement form has been given to you.

Customer Name (Print): \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_