



**ELLIS FLOORING  
RENTAL & REPAIR CENTER  
TOOL REPAIR POLICY**

Repairs

All tools brought to Ellis Flooring Rental & Repair Center for repair will be inspected, diagnosed and repaired in a timely manner using OEM or comparable parts. All repairs come with a limited warranty.

Estimates

The customer is responsible for requesting an estimate prior to any repair. If an estimate is not requested, the tool will be repaired as normal. If repair costs exceed 50% of the current replacement cost for the exact same tool, we will contact the customer and offer as an option, a replacement tool at a discounted price

Inspection & Diagnosis (Tool not repaired)

No charge will be made for inspection and diagnosis. Tools not repaired will be returned disassembled. We will only reassemble upon the customer's request and then only if the tool is in a safe and operating condition. The customer will be charged for the tool to be reassembled.

Safety Devices

Any repairs made must include all safety guards. If the customer cannot provide the safety guards then one MUST be installed at cost to the customer, or the tool cannot be repaired. The guard, if supplied by customer, will be brought in prior to the repairs being started.

Manufacturer Warranty Repairs

When a tool is brought in for repair, it is the customer's responsibility to advise us if he or she expects repairs under manufacturer warranty. If not advised we will use our own judgment. If a customer expects warranty and we feel it is not justified, we will advise him or her accordingly before completing the repairs. A copy of the original purchase invoice must be supplied before work will begin, and a complete explanation of what is wrong with the tool must be given.

Labor Rates

Our current standard labor rates are as follows and are subject to change without notice:

<u>Hand Tools</u>	<u>Larger Machines</u>
\$25.00/hr (1hr. min.)	\$75.00/hr (1hr. min.)

Our current emergency labor rates are as follows and are subject to change without notice:

<u>Hand Tools</u>	<u>Larger Machines</u>
\$35.00/hr (1hr. min.)	\$100.00/hr (1hr. min.)

Emergency labor rates apply when you need your tool fixed on the spot and the required parts are in stock.

Warranty On Repairs

Any tool repaired by Ellis Flooring Rental & Repair Center is covered from defects in parts and workmanship for a period of 30 days from the date of pickup. The original receipt from the first repair must accompany any repaired tool being returned for repair within the 30-day period.

Repaired Tool Pickup

Any customer bringing a tool into Ellis Flooring Rental & Repair Center for repair will be contacted when the repair is complete. From the date of contact, customers have 30 days to pickup their tool. After 30 days, the repaired tool is sold for the cost of the repair.